LDRPS User Guide

Release 9.1

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Printed in the USA.

Reference Number: U03-03-31

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Strohl Systems would also like to thank our employees and our many customers who contributed to the success of LDRPS 9.1.

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Chapter 1

Getting Started in LDRPS

Welcome to LDRPS, the Living Disaster Recovery Planning System! If you're reading this book, you've been given a critical job to do — helping to protect your organization and the people who work with you from the impact of a business disruption.

The stakes of a disruption are all too real, and having an effective response plan with all of your critical information is absolutely crucial to weathering the storm. Revenue, reputation, even the survival of your company is at stake.

This book is designed for basic LDRPS users, those whose plan building responsibilities are limited to using the Build Plans and Print Plans functions in LDRPS. It will tell you all you need to know to collect plan information and produce printed plans to protect your organization.

You'll also see frequent mention of the terms "LDRPS Desktop" and "Desktop versions of LDRPS." These terms refer collectively to LDRPS products other than LDRPS Web.

If you are a System Administrator, please see the *LDRPS 9.1 Administrator Guide* for details on setting up security, customizing LDRPS, and using other advanced LDRPS functions.

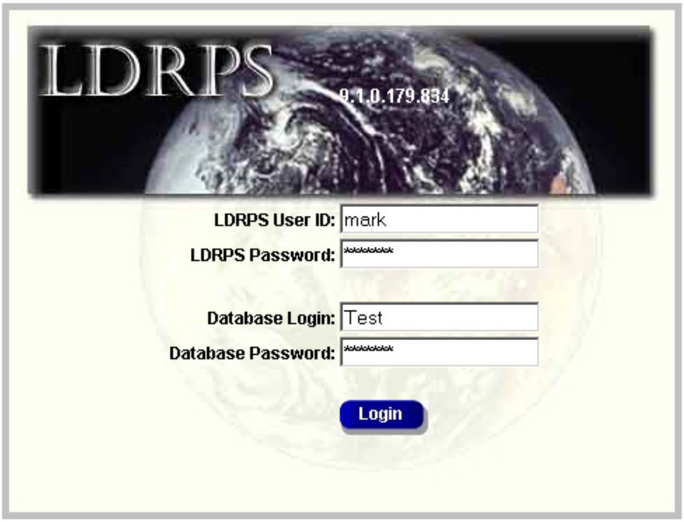
Logging into LDRPS

How you start LDRPS depends on the version you are using; LDRPS Web or LDRPS Desktop. Check your e-mail for a message containing your new user ID, or talk with your system administrator to ensure that you have all the information you need (user IDs, passwords, etc.) to start LDRPS.

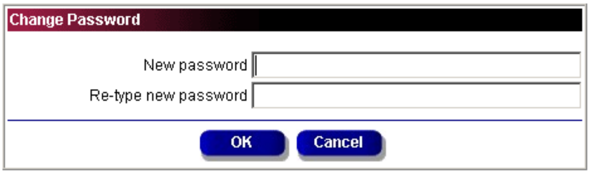
To start LDRPS Web:

1. Open your Internet browser.
2. Enter the URL you were given by your system administrator.
3. From the LDRPS login screen, enter the User ID and password assigned by your system administrator, then click Login.

Note: You may need to enter additional information like a database login or an ODBC password. If you are unsure how to login to LDRPS, see your administrator.



Once you open LDRPS, you may be required to change your password. If so, the Change Password screen opens, where you can type your new password and confirm it.



Whenever you want to change your password in the future, select Tools > Options.

To start LDRPS Desktop:

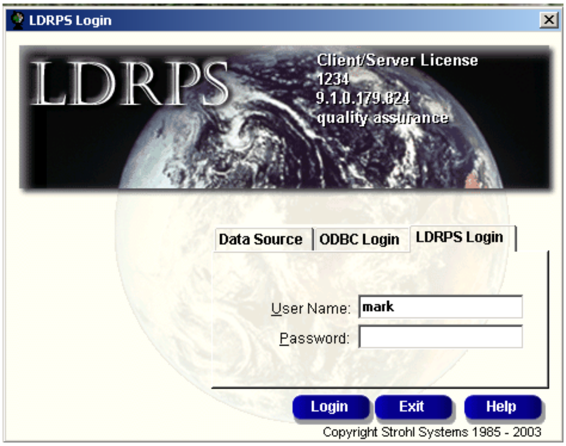
1. Double click the LDRPS 9.1 icon on your desktop

OR

Select Program > Strohl > LDRPS 9.1 from the Start menu.

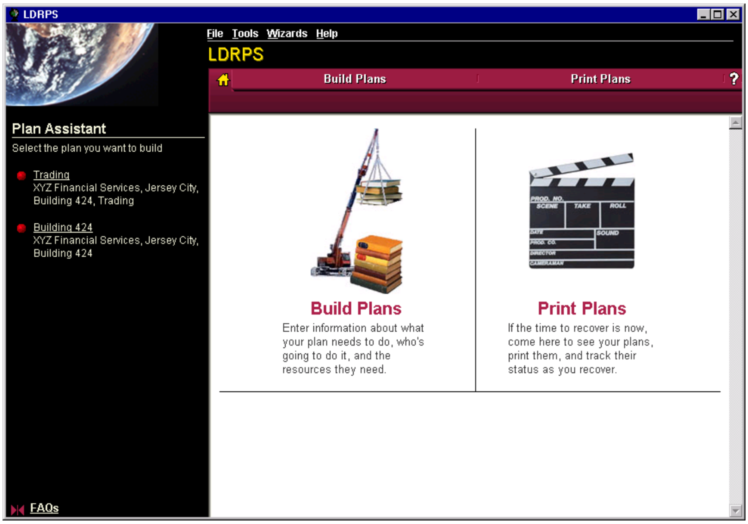
2 From the LDRPS login screen, enter the User ID and password assigned by your system administrator, then click Login.

Note: You may need to enter additional information like the database location, and the ODBC name and password. To do this, select the Data Source and ODBC Login tabs. If you are unsure how to login to LDRPS, see your administrator.



Using the LDRPS Home Page

The LDRPS home page makes it easy to build and print your plans. Just click on a choice to open the screens where you do your work.



If your administrator set up a plan assistant to guide you, instructions appear on the left. We'll talk more about the plan assistant later.

No matter what screen you're using, clicking the icon always takes you back to this home page. If you get stuck and need help, click .

Getting Help in LDRPS

Help is available in many forms, and you can use any method you're comfortable with to get assistance. LDRPS includes the following help systems:

- Step-by-step help called Frequently Asked Questions (FAQs)
- Field-level help in screens where you enter information
- Overviews of how to get started setting up your system and building plans
- The LDRPS User Guide, available on paper or online

See the following sections for more detailed information on each of these help systems.

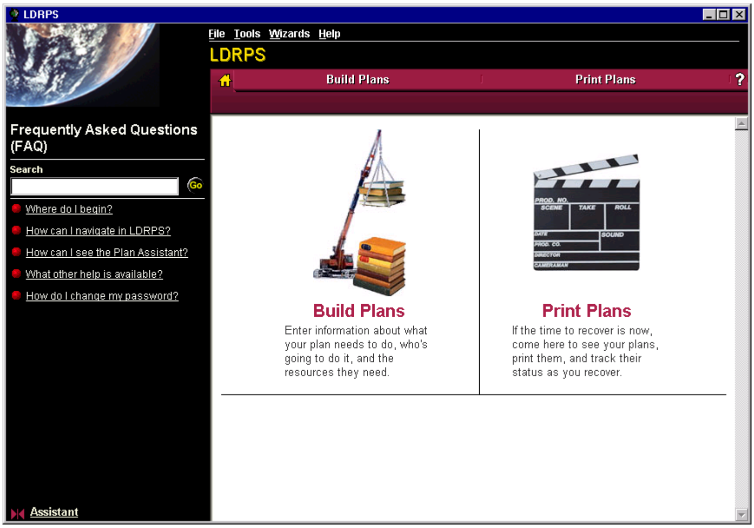
Using Frequently Asked Questions (FAQs)

FAQs are designed to display help for the screen you are using at the time. So, if you are on the Print Plans screen and open FAQs, the topics that display tell you about printing. Use the search capability to locate a different topic.

To display FAQs help, from the Menu Bar, choose Help > FAQs.

To close FAQs help, click the icon next to FAQ.

To view your plan assistant, select the Assistant link at the lower left of the screen.

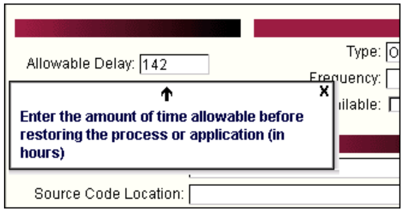


Select Help > FAQs or the FAQs link in the lower left to see help topics for the screen you're using. Select the Assistant link to return to the Plan Assistant.

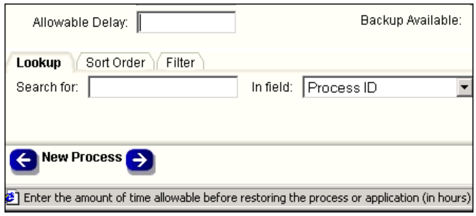
Using Field-level Help

If you have questions about how to use a field on an LDRPS entry screen, click on that field and press F1 to view a description of it. Close the help box by clicking the X in the upper right corner.

Certain fields are more complex than others. For example, what you enter in the Last Name field on an Employee entry screen is obvious, but how to use the Allowable Delay field on the Processes screen may not be so apparent. So some fields are tagged by LDRPS as advanced, and the help for those fields displays automatically when you click on them.



On LDRPS Web, field level help appears at the bottom of the screen rather than in a pop up window. Here's the same Allowable Delay field.

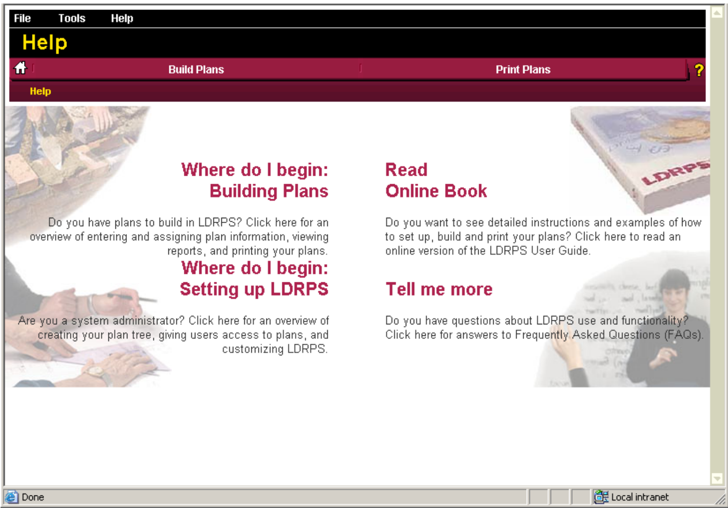


Using the Help Home Page

Clicking ? in the navigator bar takes you to the Help home page.

The Help home page displays the following links:

> **Where do I begin?** guides the administrator through setting up LDRPS and a basic user through building and printing plans.
>
> **Tell Me More** displays the LDRPS help system, a list of FAQs by topic.
>
> **Read Online Book** opens an electronic copy of the *LDRPS User Guide,* which contains more extensive instructions on using LDRPS functions with overview material and examples.



Whether you're not quite sure how to begin or you just want more information, click an option here to get the help you need.

How do I get technical support?

At Strohl Systems, our goal is to provide you with printed and online documentation that is complete, accurate, and easy to use. However, if you can't find an answer to a question in the documentation or help, you can contact our Technical Support staff 24 hours a day, 7 days a week at the following numbers:

USA: (610) 768-4120 or (800) 4-STROHL (800-478-7645)

International: +1 610 768 4120

Fax: +1 610 768 4135

For information on product updates, see **www.mystrohl.com**.

For more information on other Strohl products and services, including BIA Professional, Incident Manager, NotiFind, Hosted Solutions, Consulting, and training options, see the Strohl Systems web page at **www.strohlsystems.com** or your local Strohl Systems distributor.

Chapter 2

Introduction: Building Plans

What kind of plan should I build?

Before you can get started writing your plan, you have to set some goals to decide what you're trying to accomplish. First, you should narrow down the type of plan you're trying to write.

There are two basic plan types — *emergency response* and *recovery*.

An *emergency response plan,* usually written at the facility level or higher, focuses on your immediate reaction to some sort of disaster. It can include things like phone numbers of emergency personnel, (fire, police, etc.). It also includes employee contact information, damage assessment procedures, and even policies describing how to respond to the media. This type of plan helps define how your company will initially react to some sort of disaster, and most of the information can be held in a word processing document.

A *recovery plan,* which is most likely what you are responsible for writing, answers the question, "How will we get our jobs done if we lose our facility?" Writing your recovery plan to include the worst-case scenario will ensure that all your bases are covered.

The recovery plan has three basic components:

- You need someplace to get your job done (a physical facility), and someone to get it in order.
- You need to get a computer on your desk, install the software, and get the network up and running.

- You need to identify your most critical functions and determine what is necessary to perform them. You can begin to devise a recovery plan by answering the question, "What does my department do?"

What does a recovery plan look like?

The Plan Data Summary shown here displays all the topics for which you'll be collecting information to build your plan. We'll also explore an example of business unit planning with a short narrative about the folks at XYZ Financial Services and how they set up their Trading department plan. In this and subsequent chapters, you'll see how XYZ's information is consolidated into a complete plan.

Plan Data Summary

Responsibilities
Processes (0), Teams (0)

People
Employees (0), Call Lists (0), Vendors (0), Customers (0)

Materials
Software (0), Equipment (0), Supplies (0), Telecom (0), Assets (0), Vital Records (0)

Miscellaneous
Documents (0), Workstations (0), Locations (0)

The first step is to identify your **processes** (which are your critical business functions), and assign **teams** to restore function to those processes.

Next, you'll assign key **people** to their roles in teams, create **calling lists** to ensure that everyone is notified of major decisions, and make lists of **vendors** and **customers** you may need to contact. You'll list **materials** that you may need to keep on hand so that you'll remember to order them throughout a crisis.

Then you'll turn your attention to the other materials that you need to conduct business, such as **software**, **equipment**, other **supplies** and **telecom** needs. You'll track your **assets** and gather your **vital records** into one place.

Finally, you'll list your important **documents** and the **workstation** locations you've designated to begin the recovery. You'll also keep track of addresses of alternate **locations** for your business should your location be affected by a disaster.

That's it! Of course, this is a very high level look at plan building. The following chapters go into much greater detail.

The following example shows how one department of one company set up their recovery plan. Of course, your planning needs could be dramatically different based on the size of your organization and the type of services you provide, but this example might get you started organizing a list of your own business functions.

Example: Business Unit Planning

Let's look at how the folks at XYZ Financial Services, a brokerage firm, set up their Trading department plan.

A typical day at a trading company is hectic, to say the least. The folks at XYZ Financial have a constant stream of calls going in and out of the office, continuous information updates from various exchanges and news outlets, and millions of dollars in transactions taking place. So even a brief disruption could be devastating.

When the business continuity team first sat down to begin their planning, they looked at their equities trading department and decided which business functions, or *processes*, were most critical to surviving a disruption. It didn't take long for them to decide that the following priorities were their most important:

- maintaining trading
- settlements
- confirmations

Part of deciding what is necessary to maintaining operations is understanding how and when a process is dependent on other business functions. They realized that without key software applications running out of their data center in New Jersey, trading couldn't continue. And for those applications to work, data feeds from Southeast Asia had to be maintained.

Once they identified these critical business functions, they turned their attention to other questions such as:

- Where will we maintain operations if our offices are unavailable?
- Which people are essential to keeping us going?
- What other resources will our essential people need?

XYZ's offices have groups of workstations that they call "turrets", and these workstations really are the heart of the trading operations. So the planning effort shifted to focus on the hardware, software, and telecommunications lines needed to run them.

XYZ relies on software like Open Bloomberg, Reuters, and Federal Wire. And they designed their own internal software to run Analytics. All of these applications are essential to maintaining the workstations and trading; losing any of them for even a short time could be devastating to an office with so many transactions taking place.

Essential hardware to keep the turrets operating includes Sun Sparc Workstations, NT boxes running Unix emulation software, a confirmation printer, and many modems to keep communication running back and forth.

Telecommunications are just as essential at XYZ Financial. At the very least, they need Hoot and Holler for an open line to the trading floor, point to point lines, and speed dialing capability.

Without people, those workstations are just unmanned computers, so the planning team decided that the trading group had about 20 employees who were essential in one way or another. They collected personal contact information on each of these employees, and assigned them to fill positions on the recovery plan teams.

And they discussed which off-site locations they had available should a disruption damage their trading offices. Having already identified the software, supplies, equipment and other materials they would need to maintain trading, they knew these things would be just as important at an offsite location. (Having an alternate office is great, but it won't be very useful without computers and telephones.)

The team built the following chart from their notes and used it to begin building their plan.

Build Plan Categories	Critical Operations Elements
Processes	Maintain Trading Settlements Confirmations
Dependencies	Key software apps in NJ - essential to trading Data feeds from Asia - essential to key apps
Software	Open Bloomberg Reuters Federal Wire Analytics internal software
Equipment	Sun Sparc Workstations NT boxes running Unix emulation software Confirmation printer (20) Modems
Telecom	Hoot and Holler Point to point lines Speed dialing capability
Employees	Names and contact information for approximately 20 essential employees.
Location	<addresses>

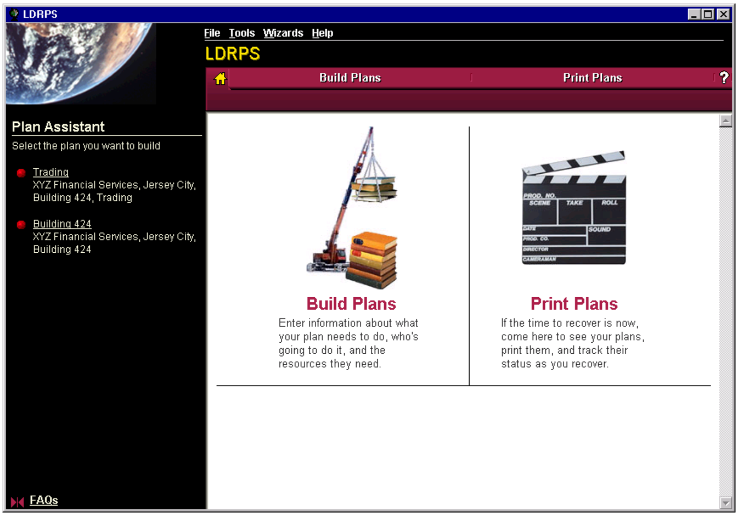
With their priorities and needs defined, XYZ opened Build Plans in LDRPS and started assigning this information to their plan. The rest of this chapter explains the basics of using LDRPS to set up your plan.

Subsequent chapters walk you through using LDRPS to collect your plan information. We'll discuss how to enter specific information for each plan category, and review how that information links together to give you a comprehensive and effective business continuity plan.

So where do I begin in LDRPS?

Well, that depends on whether your administrator has set up a plan assistant for you. A plan assistant is a series of steps that guide you through building your plan. When you click on a step, the assistant takes you to the screen where you'll enter that information, and gives you detailed instructions about what to do.

If you have an assistant assigned, it displays on the left side of the LDRPS home page. If you have more than one plan to build, the Assistant asks which one you want to work on. Select a plan to open it with the Assistant active.



If your administrator set up a plan assistant for you, it will guide you and track how far along you are in building your plans.

If your administrator has not built a plan assistant for you, or you want to edit a plan without using the assistant, select Build Plans from the LDRPS home page.

This chapter focuses on building plans without the plan assistant. For details on how the plan assistant works, see "Using the Plan Assistant" on page 107.

> **Note:** Even if you're working with a plan assistant, it will still be useful for you to review the other chapters to get a feel for how LDRPS screens work.

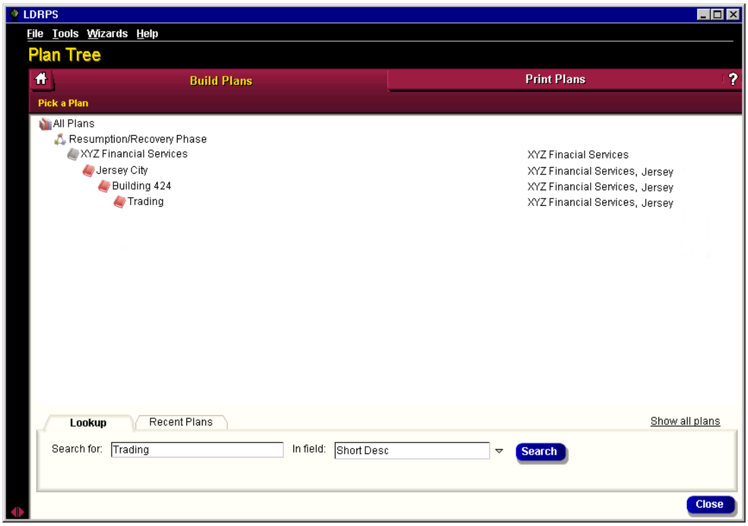
Selecting a Plan in LDRPS

When you click on Build Plans in the LDRPS Home screen, the Pick a Plan screen opens so you can select the plan you want to build from the plan tree.

This screen shows your plans and those directly above them in the tree -- you'll know if you can edit a plan because it appears with a red book icon, and as a hypertext link when you drag the mouse pointer over it. Click on the plan you want. This will be your "active" plan, meaning all information you enter is automatically assigned to it until you either log out of LDRPS or change plans.

How can I find a specific plan?

The Lookup tab lets you search for the specific plan(s) you need, then limits the tree to only those plans and the ones immediately above it.

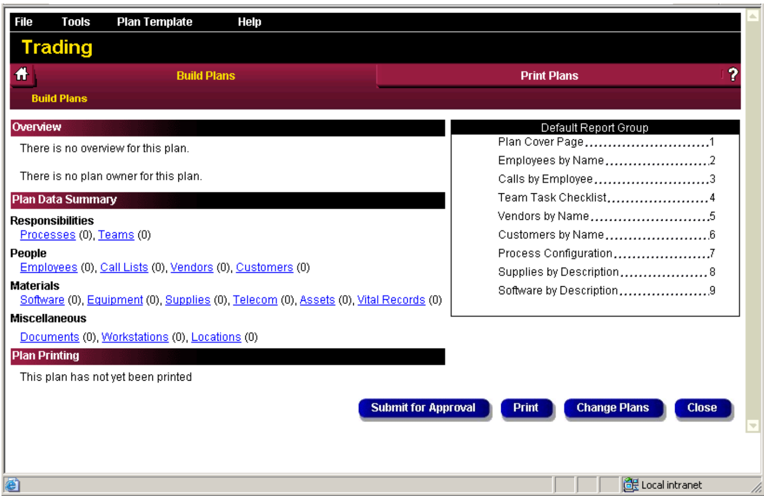


Here we limited our plan tree by searching for "Trading". The Pick a Plan screen showed the Trading plan and those above it. If you can edit a plan, a red book icon displays and the plan shows a hypertext link when you move the mouse pointer over it.

If you're looking for a plan you've already worked on, an even quicker way to select it is to click on the Recent Plan(s) tab, which shows only the last four plans you've edited. Click on a plan in the list to open it.

Using the Build Plans Home Page

Once you've selected a plan, the Build Plans home page opens to give you a quick picture of where you are in your plan building.

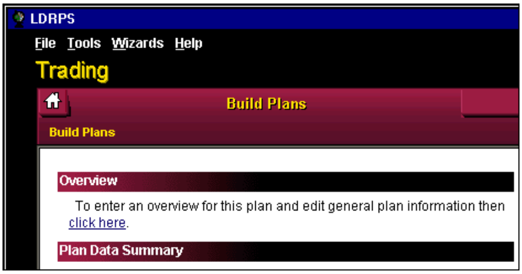


The Build Plans home page gives you access to each category of plan information and shows the reports and documents set up for your printed plan.

At the top of the screen under the toolbar is the name of the plan you're working on, in this example, it's the Trading department plan.

When you look at the Plan Data Summary section of this screen, you'll see a number in parenthesis next to each category of information. Your administrator may have already assigned some information to your plan, and this number shows how much plan information has been assigned. (0) means that we haven't yet assigned any plan information. When you're ready to enter information, you'll click on one of these categories to open edit screens. We'll talk about that a little later.

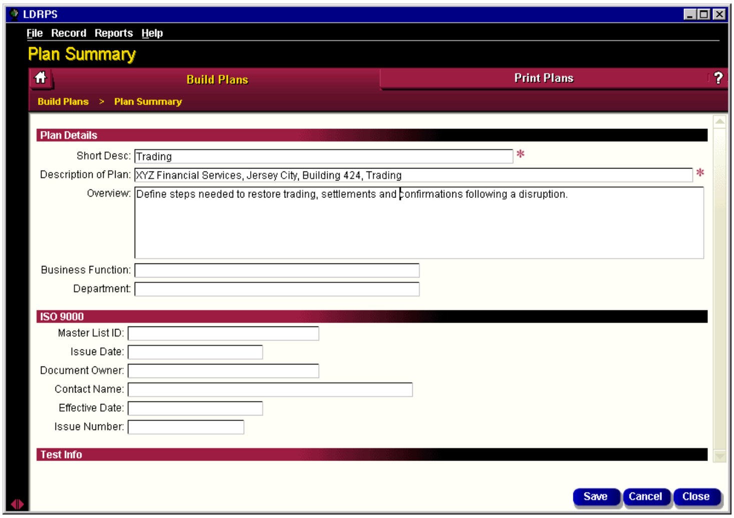
The box on the right side of the screen shows your plan's table of contents, which is a list of the documents and reports that will be included when you print your plan. This list is set up by your plan administrator to make sure that all important documents and reports appear. You can add additional plan-specific documents if you want, and we'll review how to do that in Chapter 6, "Assigning Documents to Your Plan".



If you've been asked to write an overview for your plan, the overview section lets you write a quick paragraph or two to appear at the top of the Build Plans home page. Before you begin entering plan information, select the "click here" link to open the Plan Summary screen.

What should you write here? Well, if you have any basic assumptions or major goals to worry about, you should enter them. Saying that you need to recover everything immediately usually isn't necessary. Instead, think about what you need to have up and running in the first two weeks.

You should also consider what in your department could wait. Is there another department that could pick up some of your workload? (If you think so, they had better be far enough away from you that they won't be affected by the same disaster.)

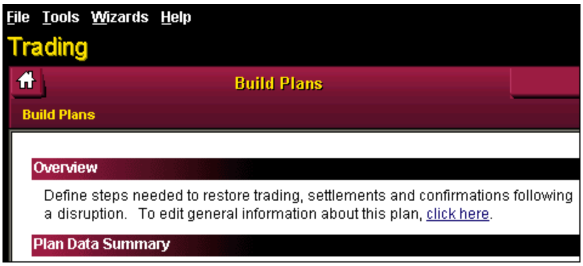


Enter a brief description of your plan goals.

Also, if ISO 9000 compliance is an issue for your company, you can also enter those details when writing the plan description.

Once you save the overview, it appears on the Build Plans home page.

You can revise this overview later by selecting the "update overview" link again.



Build Plans Categories

Looking at the categories on the plan home page, you'll see that they're organized in logical groups: Responsibilities, People, Materials, and Miscellaneous. Within each group you'll find more specific information that is critical to building a comprehensive and effective plan.

When building your plan, your first job will be to identify and prioritize your most important processes. These are the critical business functions and/or computer applications that need to be restored or maintained during a disruption, things like internal mail, payroll, and order processing.

Think about it this way -- if your company can't get by without performing a certain function, it belongs as a process in your plans. If you're building plans on the department level, your individual plan should focus on the key processes for your department. Once you've decided which processes you'll need to include, you'll open LDRPS to enter details about them.

So we'll begin by discussing how to assign processes to your plan. The chapters that follow describe how to enter the specific information in each of the other categories.

Chapter 3

Defining Your Processes

Before entering processes into LDRPS, you should answer a series of questions. First, you'll need to decide which business functions are most critical to the survival of your organization (fundamental operations such as order processing and payroll). Your organization has dozens, maybe even hundreds, of processes you perform every day. Your business unit plan will focus on the most important processes for your department.

Next, you'll determine which people or groups inside and outside your company are essential to getting these jobs done. Then you'll decide what steps these people will take, and what resources they'll need to perform these steps.

Once you've answered these questions, your job is to get this information into LDRPS. This chapter shows you how. Along the way, we'll also talk about the basics of using LDRPS assignment and entry screens.

Later, when we discuss other LDRPS categories, you'll already be familiar with using these screens, so we won't go into quite so much detail.

Assigning Processes to Your Plan

You've assembled a list of the critical business functions for your department. Now you'll assign the processes by which these functions are accomplished.

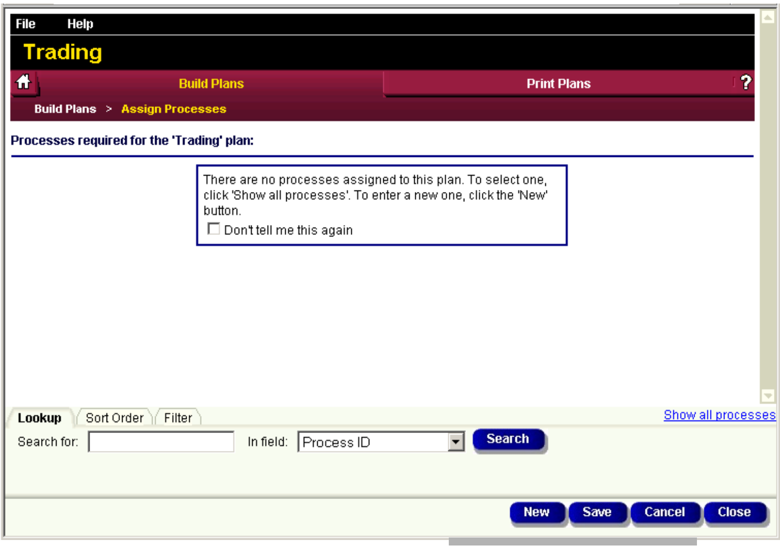
It's always a good idea to search for processes before entering them yourself. Your administrator may have already entered some common processes into LDRPS so that they're available to you when you begin to build your plans. Finding them will save you time and prevent you from having duplicate or incorrect information.

To search for existing processes

For this example, we'll search for a process called "Confirmations."

1 From the Build Plans home page, select the Processes category.

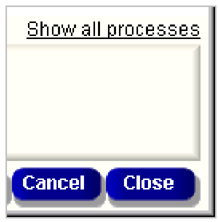
The Assign Processes screen displays.

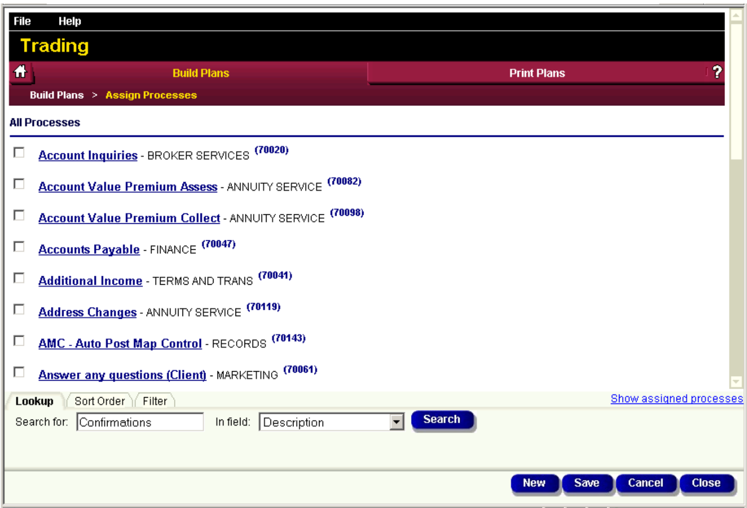


Because we haven't assigned any processes to the plan yet, this screen is blank. As we add processes, it will list them.

2 Select the "Show all processes" link at the bottom of the screen.

LDRPS lists all predefined processes. Again, for this example, let's search for the "Confirmations" process.





Notice that the "Show all processes" link changed to "Show assigned processes." You can click that to jump back to a list of only those you've assigned.

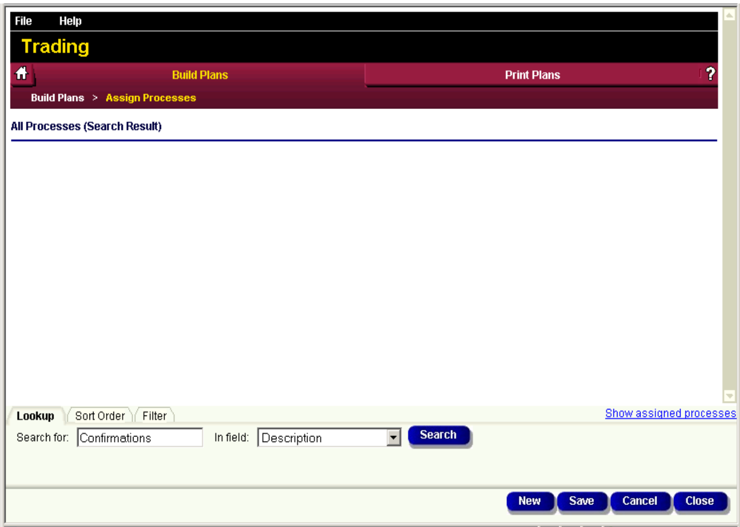
3 Click the Lookup tab, then enter the sample "Confirmations" process in the Search for field.

4 From the "In field" picklist, select Description.

"Confirmations" is a description, so we selected the Description field to search against. We could have searched by business function or any other choice in the list.

5 Click the Search button.

As you can see in the following screen, LDRPS found no records containing "Confirmations" in the Description.



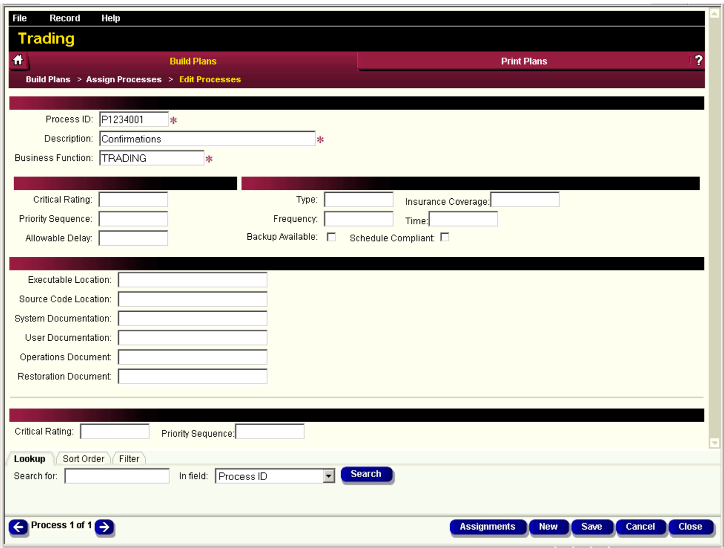
After we clicked Search, the blank screen told us that LDRPS didn't locate a process called Confirmations. So we'll click New to enter it.

Now that we've confirmed we don't already have a process called "Confirmations", we'll add it to our plan using an edit screen. LDRPS edit screens are a series of fields designed to collect necessary information. When you define a process, you enter basics like the business function it serves. Later you'll provide additional details, like the teams responsible for restoring the business function.

To enter a new process

1 From the Assign Processes screen, click the New button.

The Edit Processes screen displays.



When you're entering a new process, the counter reads "New Process". Once you click Save, it will read "Process 1 of 1".

A default Process ID displays. You can change this Process ID; in fact, you probably should update it to match your company standards. This helps you keep related processes organized.

2 Enter information in the remaining fields.

The fields marked with a red (✱) symbol are required, meaning that you must enter information in them. Recommended fields, marked with a grey (✱) symbol, mean that it's a good idea to enter information. All other fields are considered optional.

Saving the Process

LDRPS automatically saves information on the screen if you click New, Close, or an Assign button, or if you scroll to another record.

When you enter a record, it's automatically assigned to your plan. If you click Close on the Edit Process screen, you'll return to your Assigned Processes list, and you'll see that "Confirmations" is now assigned to your plan. You can tell it's assigned because it has a check mark next to it. This is helpful, because now when you show all processes you can tell which ones have already been assigned. Unassigned processes won't have the check mark, and you can remove an assignment by clicking off this check.

Notice that "Confirmations" is a hypertext link. Later, if you want to edit this process, all you have to do is click on the name to open it on the Edit Processes screen.

Notice also that there are a number of other links under the process -- "No software", "No supplies", etc. These are here because, as we discussed earlier, you'll often need additional materials and people to support the process.

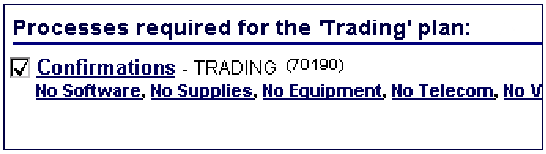
Assigning Related Information to a Process

A key to planning effectively is anticipating what you'll need in a crisis. Since processes won't be maintained or restored by themselves, you should consider which teams of people will be essential to supporting the process. Think about the software, supplies, equipment and telecommunications lines you'll need to keep the processes running. It's also important to determine which processes are dependent on one another so you can avoid getting stuck on one process because another hasn't been restored.

By assigning the supporting information you will know exactly what you need to recover that particular process. If any one of those resources is missing, you'll know you can't begin to recover it. Essentially, you're building mini-plans around your process. In the following example, we will be assigning software to a process.

To assign related information to a process

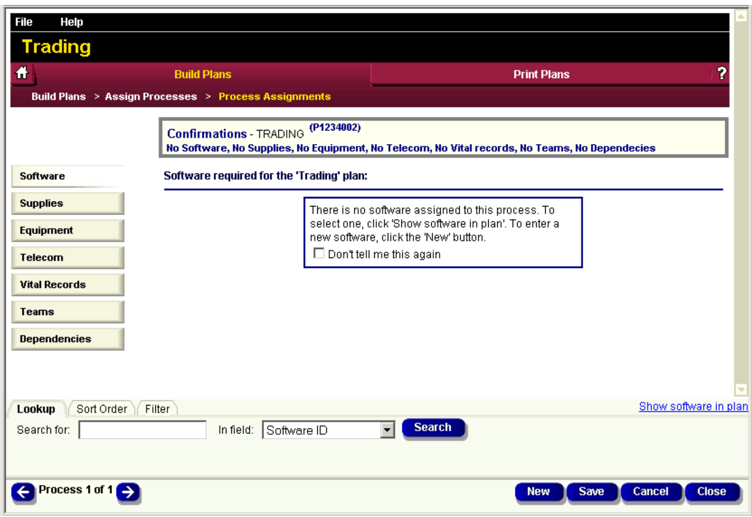
1 On the Assign Processes screen, click on one of the hypertext links under Confirmations



OR

select Confirmations to open the Edit Processes screen again and click the Assignments button. (Later, when you're more familiar with LDRPS, you'll probably just click this button when entering each process.)

The Process Assignments screen opens.

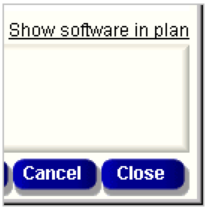


There's a tab on the left for each type of information you can assign to the process. The process description at the top of the screen shows how many of each category are assigned.

If you selected one of the links on the Assign Processes screen, that tab will be open. Otherwise, the Software tab will be open. You can select the other links to list the assigned records and enter that type of information. At this point all of these screens are blank because we haven't assigned anything to the process.

Start by entering software. We know that to maintain Confirmations, we need five software applications. Remember to search for it first before entering it as new software. Chances are that common applications like MS Office will be set up already, since they're probably used across your organization.

Just like when you searched for processes, there's a "show" link here, but now it reads "Show software in plan", since software is what we're assigning to the process. It lists all software that has been assigned to your plan in any way. That's not much help now since we haven't assigned any software, but it's very handy later when you've been building your plans for a while because you're most likely to assign software that you've already set up for your plan.



2 Click the Show software in plan link.

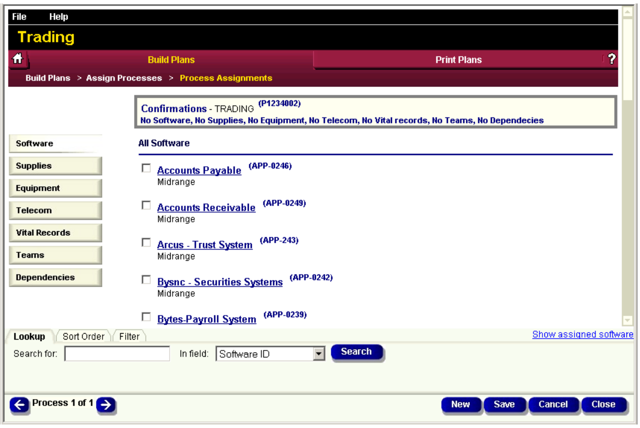
The screen is blank, because we haven't assigned any software yet. But notice that the link changes to "Show all software."

3 Click the Show all software link.

The list changes to include software records that have been defined in LDRPS.

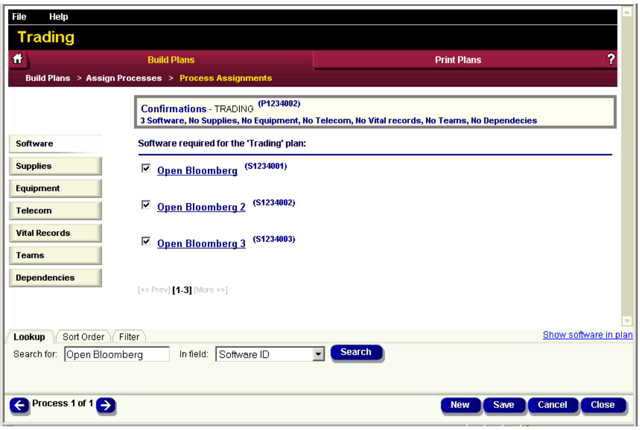
4 To assign a piece of software, simply check it off in the list.

Notice that each software record in the list is highlighted and underlined. This means that you can edit that record by clicking on it. If you edit a record that isn't already assigned, LDRPS assigns it automatically.



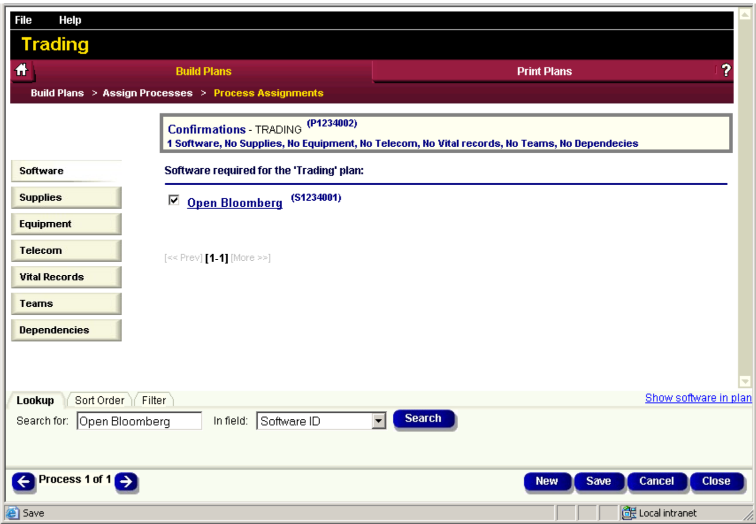
Again, you can use Lookup to find specific software. We know we need to assign "Open Bloomberg", so we'll search for it.

Here LDRPS found three matching records. We clicked on the check box for the first one, which assigned it to the process. It's also assigned to the plan in general, so later when you open the Software category, Open Bloomberg will appear in the list of assigned software.



See "Using Other Plan Building Tools" on page 99 for details on other ways to display and find records.

To clear the search, click the Show all / Show assigned hyperlink above the Search button. We'll click "Show assigned software" to return to the Process Assignments screen Software tab. Notice that it shows Open Bloomberg assigned to the process.



Notice also that the record count in the process description changed to "1 Software".

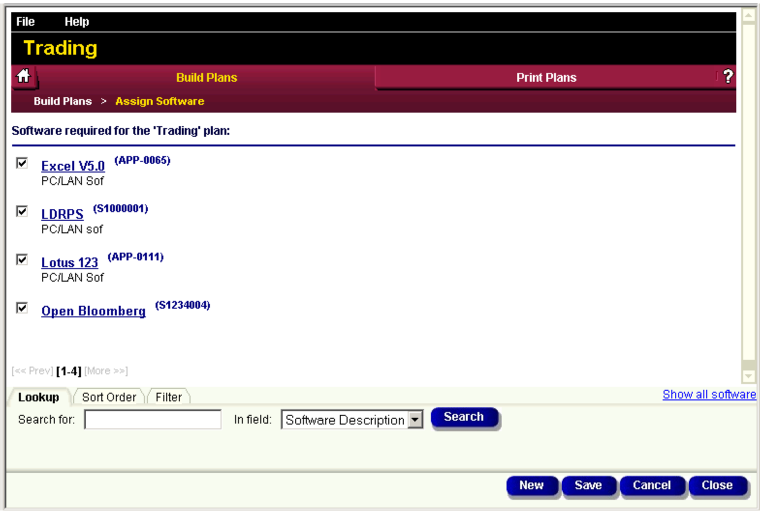
If you don't find the software you need, you can enter it by clicking the New button with the Software tab active. When you enter new software like this, it is automatically assigned to the process.

Continue to assign related information to the process, selecting each tab and then searching for or entering the records you need. You can define supplies, equipment, telecommunications lines, and vital records needed to make the process work. And you can assign teams of people to be responsible for restoring or maintaining it.

Entering teams is a little more detailed, so we've written a separate chapter about them. You can enter them through the Teams tab here, or you can select the Teams category on the Build Plans home page, then come back to the process and assign it. Either way, follow the instructions in Chapter 4, "Setting Up Teams".

What are dependencies?

This means that one process must be restored before the next one can be. Once you've defined multiple processes, you can link them together through the Dependencies tab. In our example of the XYZ Financial Services firm back in Chapter 1, trading was dependent on software applications, which were dependent on data feeds.



Once we were done assigning each type of related information, the process description was updated. You now know what you need to make sure you can restore or maintain the process.

Using the History Bar

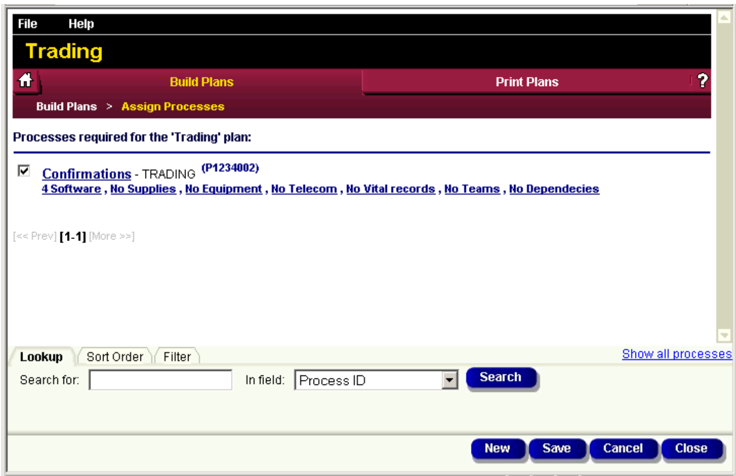
We've moved through a number of screens as we entered the process and assigned related information. Fortunately, the history bar at the top of the screen tracks each of the screens you open. For example, if you open Build Plans, select the Processes category, choose a process to edit and click the Assignments button, the history bar reads:

Build Plans > Assign Processes > Edit Processes > Process Assignments

Each of these screen names is a hypertext link, meaning you can click on a screen in the bar to return to that screen.

The history bar helps you to keep track of where you are in LDRPS by showing the screens you've opened. You can jump back to one of them by clicking that name in the bar.

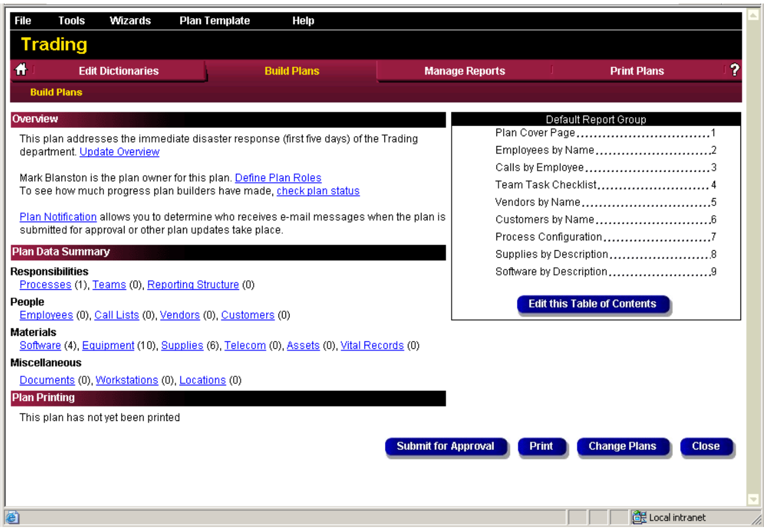
Let's jump back to the Assign Processes screen, where we started. You can now see that the Confirmations process we assigned has counts for the associated information that we added to it.



Just like for the process, if you need to add or change a piece of software assigned to it, you can jump directly to it by clicking the software link under the process description. The other categories work the same way.

Reviewing Your Plan Progress

When you return to the Build Plans home page, you see that the category counts have been updated to reflect the records you entered, not just the processes but the associated information as well.



Notice that the home page category counts show all the information we assigned.

You can also select reports to review the information you've assigned. Even if these reports don't appear in your table of contents (meaning they won't be in your printed plan), you can view them at any time while building your plans by selecting them from the Reports menu.

Process Configuration
Resumption/Recovery Phase
Trading

Process	*Software Description*	*Equipment Description*	*Supply Description*
Confirmations	Excel V5.0	MASTER BOARD & CABLE FOR	CORPORATE SEAL
	LDRPS	MOUNTAIN	DRY ERASE MARKERBOARD
	Lotus 123	2100	DRY ERASE PENS
		EMERALD SYS8DT-9001	FAX PAPER
		TZ85	FED EX SUPPLIES
		MOUNTAIN B.U.	FLOPPY DISKS
		LQ1500	
		BRAVO 486SX/150MB	
		MAINFRAME ACCESS	
		40MB IBM/PS80	

The Process Configuration Report now shows each process we added, along with the software, equipment, supplies and other information assigned to it.

A variety of reports are available for all Build Plans categories, and your administrator can customize them as needed. Keep in mind that these reports reflect only what you enter on screen. In other words, if you don't fill in a field, it won't be on the report.

Chapter 4

Setting Up Teams

Now that we've defined our first process, let's look at putting together a team to restore it.

A team is a collection of people with responsibilities to perform when you activate your plan. You decide how many people should be on each team, who will fill positions on it, and which tasks they'll perform.

When the folks at XYZ Financial Services decided that Confirmations was one of the key processes they would need to restore in a disruption, they also considered the steps involved in restoring it. Looking at these steps, they knew they'd need a team with several people to perform them, and a leader to supervise their work.

They started by assigning a couple of traders to perform the day-to-day work. But traders aren't likely to know how to install a computer system, so the planners knew the team would also need facility and IT guys, and telecom representatives to restore telecommunications. The team leader had to be someone who had some training in restoration procedures, so it wasn't necessarily going to be the same person who managed the trading floor day-to-day.

In this chapter we'll set up this team, assign people to fill positions, and discuss how to define the tasks they need to perform.

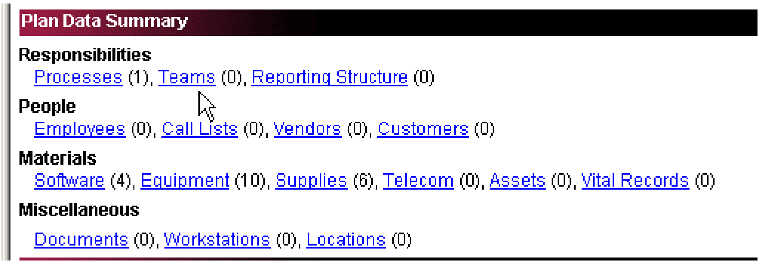
For more information: There's a lot to consider when deciding which teams you need and how you should set them up. If you haven't built teams before, see Strohl Systems' *Business Continuity Planning Guide*, which offers general guidelines on putting teams together.

Creating a Team

There are five steps to creating a team, as follows:

1. Name and describe the team
2. Assign team positions
3. Assign people to fill team positions
4. Assign tasks to team positions
5. Assign the team to a process

The following procedures show you how to complete each step.



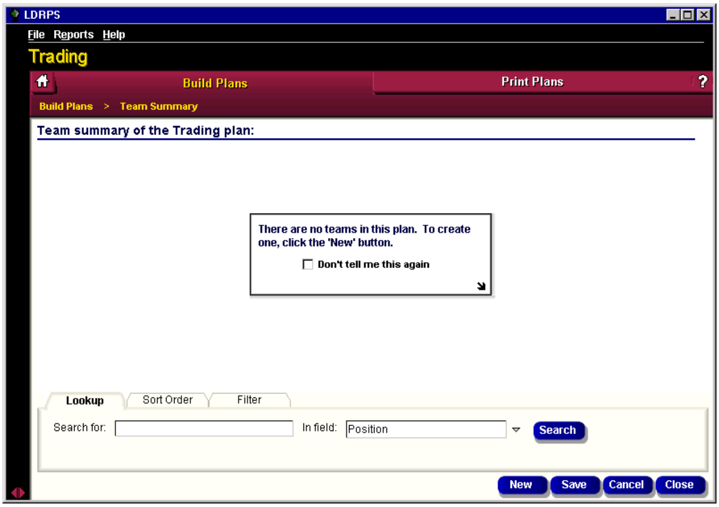
Naming Your Team

You'll probably have several teams in charge of different procedures in your plan. When you write a descriptive name and summary describing the team's objectives, it's easy for you to quickly select the team from a list and edit or update the information relevant to the team.

To name and describe the team

1. From the Build Plans home page, select the Teams category.

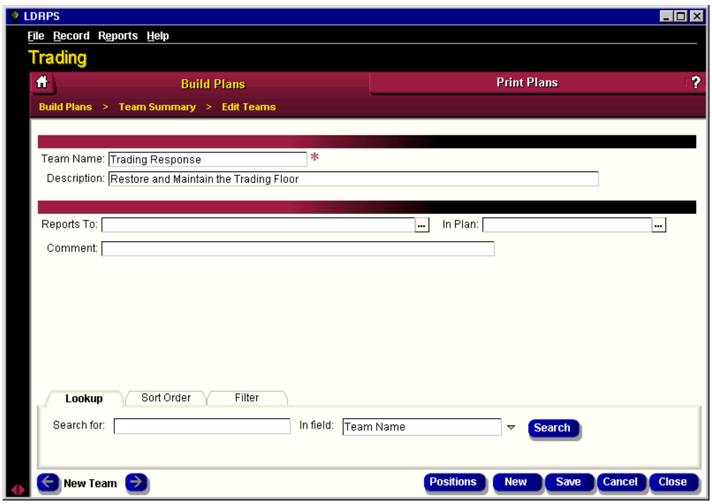
   The Team Summary screen displays, listing the teams assigned to your plan (if any) and the positions defined for each team.



Unlike other Build Plans categories, you won't see a "Show all" link to pick existing teams. That's because teams are unique to plans.

2 Click the New Button.

The Edit Teams screen opens.

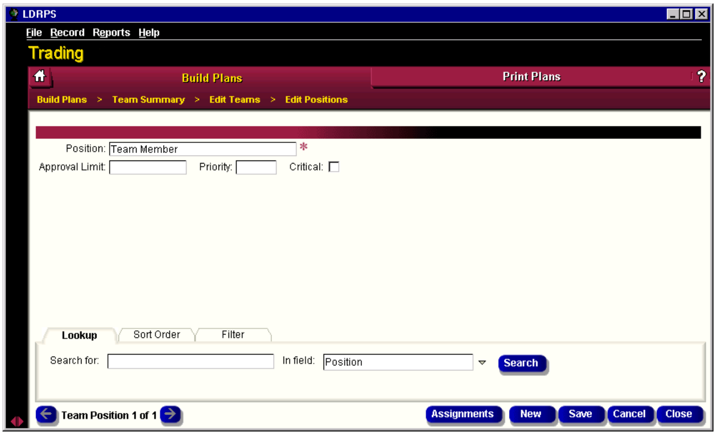


This team is specifically responsible for the trading floor. Next we'll begin adding positions.

3 Enter the Team Name and (optionally) a short description of your team objectives. As you can see, you can enter other information about your team if you wish.

4 Click the Positions button to begin adding team positions.

The Edit Positions screen displays.



When you create a team, the position "Team Member" is assigned to it by default. You can change this position name to anything you like, and you can create as many others as you need.

Assigning Team Positions

Assign generic positions at this point instead of specific people because you never know for sure who will be around at any given time. Someone may be away on a business trip, on vacation, or even stranded at home by the same disaster that has caused a disruption at your facility. So by assigning general positions, your recovery isn't paralyzed by one person being unavailable.

Most teams have a leader and one member, but the must have at least one position, and they may have many more positions. Some organizations even build teams with just one position — team structure is entirely up to you.

To assign team positions

1 From the Edit Positions screen, click the New button.

The Edit Positions screen displays the Position field completed with Team Member.

2 Enter a second position, Team Leader.

3 Click the Close button.

The Team Summary screen now shows the team name and the two positions you assigned.

Here's the team you created, and the positions you assigned to it. The next step is to pick the people who will fill these positions.

To delete team positions

1 On the Team Summary screen, select the position you want to delete, for example, Team Leader.

The Edit Positions screen displays.

2 Select Record **>** Delete from the toolbar, then click Close.

The Team Summary screen displays, with Team Leader deleted.

To rename team positions

1 On the Team Summary screen, select the position you want to rename, for example, change "Team Leader" to "Manager."

The Edit Positions screen displays.

2 In the Position field, select Team Leader. Enter the new position name, "Manager."

3 Click Close.

The Team Summary screen displays with the new name, "Manager."

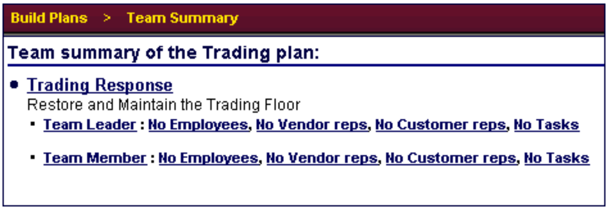
Assigning People to Fill Team Positions

Most of the time, your employees will fill team positions. However, in some cases you'll want to have customers or vendors on your teams, so you can also assign vendor and customer representatives to positions. No matter who you assign, the people you choose should be the ones who are best suited to complete the tasks the team member needs to perform.

To assign people to fill team positions

1 Either select one of the hypertext links for the position on the Team Summary screen

OR



click the Assignment button when entering the position.

The Team Position Assignments screen opens.

Before clicking New to enter an employee, be sure to select the "Show all employees" link and search for the person you want to assign to the position. Most of your employees are probably already in LDRPS, so searching saves time.

2. Search for the employee you want to assign to the position.

   If you cannot find the employee in the list of all employees, click the New button, then enter the employee data on the Edit Employees screen.

3. Click Close.
4. The Team Summary screen displays the number of employees you added to the team.

You can assign multiple people to a single team position. It's usually a good idea, because it gives you a built-in backup if one of them is unavailable during the disruption.

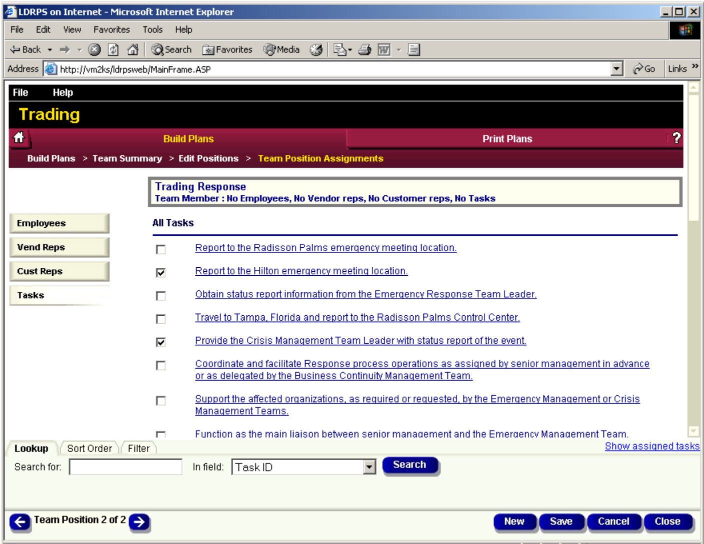
You assign vendor and customer reps to a team position by selecting those tabs and entering or selecting the representative. When you assign a representative to a position, the customer or vendor they work for is also assigned to your plan. (You'll see them listed as assigned when you open the Customers and Vendors categories from the Build Plans home page.)

The last tab, Tasks, lets you identify the steps team members need to perform.

Assigning Tasks to Team Positions

Once you've decided who will be on your teams, you'll need to determine what they're going to do when you face a disruption. These steps are called Tasks, and you set them up in the order they should be performed.

Your plan administrator may have already entered some common tasks, like meeting at designated offsite backup locations, so click the "Show all tasks" link first to search for them.

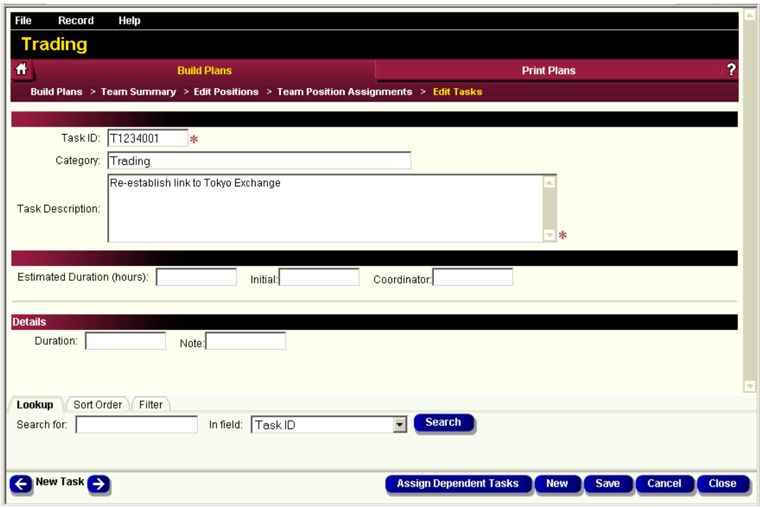


Tasks are numbered in the sequence you choose them. Click the "Show assigned tasks" link to limit the list to just those you've chosen. Later, we'll talk about how to change the task order.

To assign tasks to team positions

1. If you can't find the task after searching the Show all tasks link, create a new task by clicking the New button.

   The Edit Tasks screen displays.

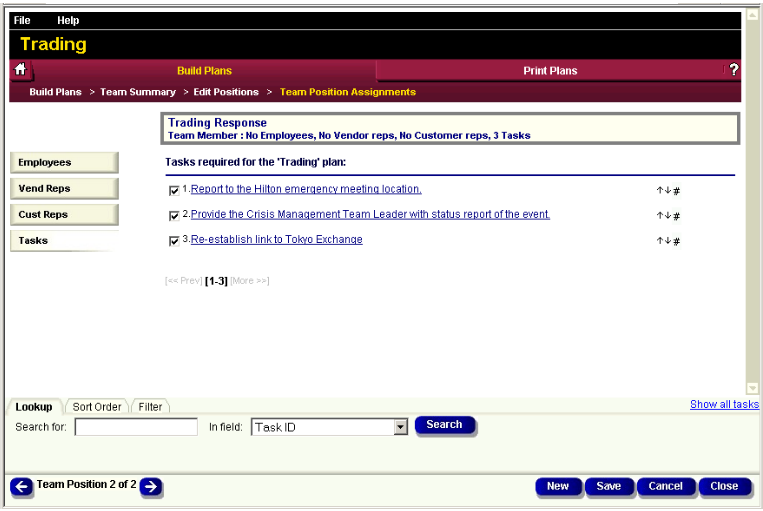


The Category field is optional. It lets you group related tasks together. You can search by category to limit your view to these similar tasks.

2 Enter your new task description, then click the Close button.

The new task is added to the end of the assigned tasks list on the Team Positions Assignment screen.

Notice the Assign Dependent Tasks button at the bottom of the screen. Dependent tasks mean that one task must be completed before another can be performed. For example, if one of your tasks is for all team members to assemble at an offsite location, that task can't be performed until you contact all team members to tell them your plan has been activated and to let them know where to meet.



Once you have a list of tasks, you can change their order by clicking the arrows or the # sign to the right. The arrows move the task up or down one position, and the # sign lets you choose a specific number in the list. When you move a task, the other tasks are renumbered automatically.

Assigning the Team to a Process

Finally, we'll assign this team to perform a process. We've used the Confirmations process that we assigned earlier for this example.

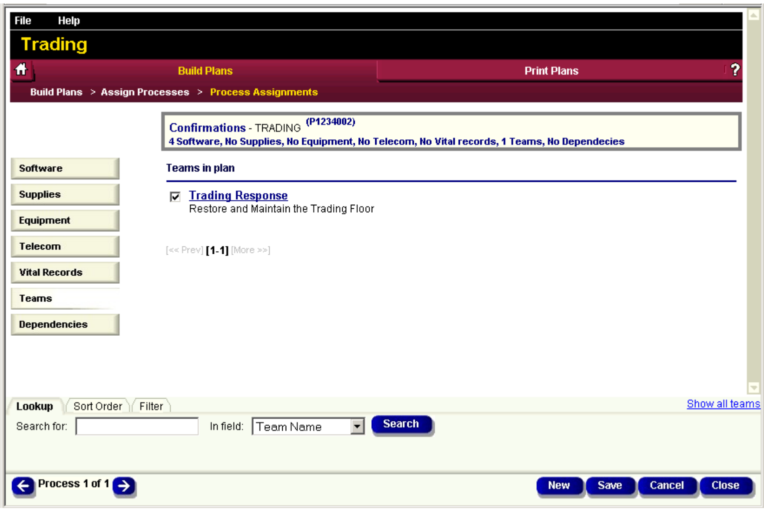
To assign the team to a process

1. Click Build Plans in the history bar, then select the Processes category.

   You'll see the Confirmations process we assigned earlier.

2. Select the "Teams" link under Confirmations.
3. Click on check box next to the team name to assign the Trading Response team to restore Confirmations during a disruption.
4. Click Close.

   The Assign Processes screen displays the number of teams we've assigned to the Confirmations process.



Clicking the "Show teams in plan" link here listed the Trading Response team we just created. Check it to make that team responsible for the Confirmations process in your plan.

Keep in mind that as you get more comfortable with defining your processes, it won't be necessary to define teams separately and then go back to assign them. You can build one by clicking the Teams tab on the Process Assignments screen and entering it there. When you create a team this way, it's automatically assigned to restore the process.

Chapter 5

Assigning People to Your Plan

Who will fill team positions and perform key plan tasks? Who do you need to contact when dealing with vendors and customers? How will you let your key personnel know if an off-hours disruption requires you to activate your plan?

Your plan begins and ends with people. Everything you need to do to respond to a disruption requires the hard work and special skills of your employees. You need to have the most up-to-date information possible so you can contact them in an emergency and set them to work on their plan responsibilities. And if they have any unique skills, you'll want to know about them, just in case.

In this chapter we'll discuss collecting information about your employees, customers, and vendors, all of whom can hold critical roles in your plan. We'll also review how to create a call list so you can notify all of your key personnel if a disruption takes place.

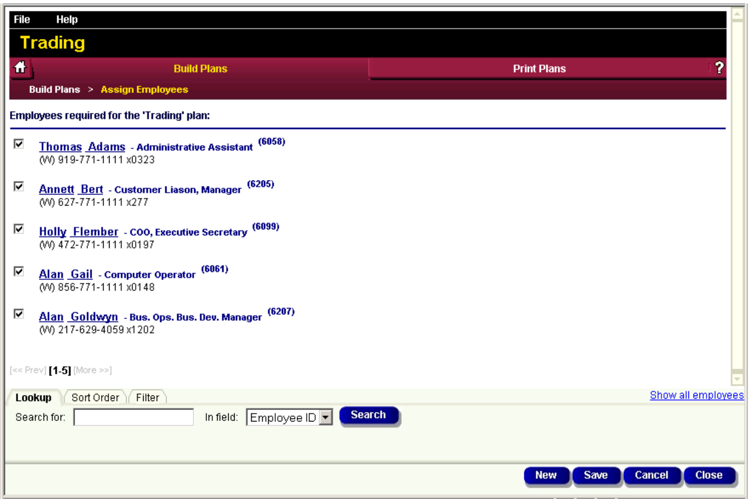
Entering Employees

By now, if you've defined processes and teams, you should be familiar with how LDRPS edit and assignment screens work, so we won't go into great detail about those basics. If you need this level of detail, review Chapter 2, "Defining Your Processes" on page 27.

To enter employees into the plan

1 Select the Employees category from the Build Plans home page.

If you've already built teams, you may have assigned some people to your plan when setting up team positions. These people, and any other employees you've assigned, will display on the Assign Employees screen.

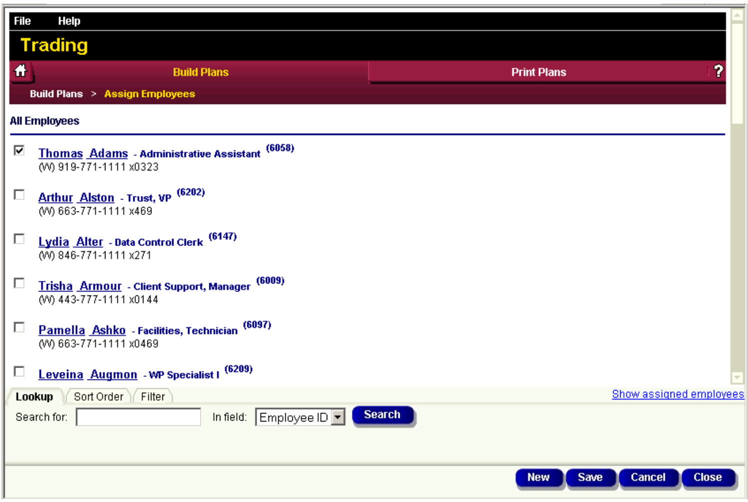


The Assign Employees screen lists all employees who have already been assigned to your plan. You can edit an employee's information by clicking on his or her name.

2 To find additional employees, select the "Show all employees" link at the bottom right side of the screen.

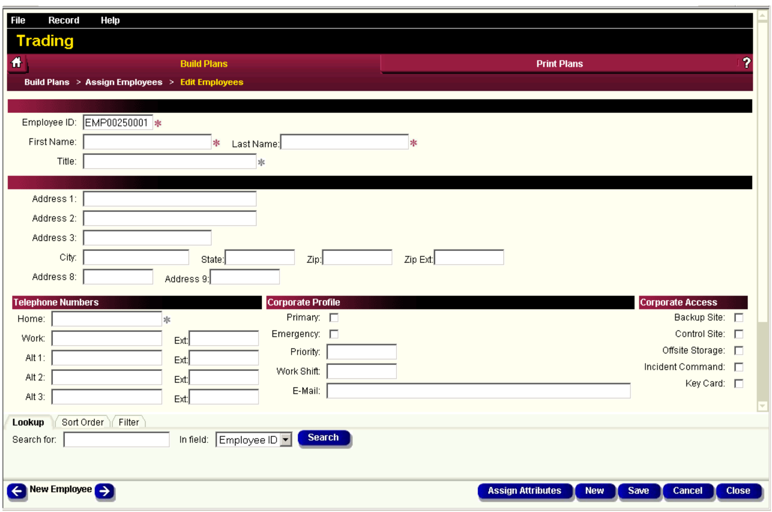
It's always a good idea to search for employees before entering them yourself. Chances are employee records have been copied into LDRPS by your administrator so that they're available to you when you begin to build your plans.

Selecting "Show all employees" changes the list on the Assign Employees screen to look like this one.



Here we're looking at all employees. The ones that are checked are already assigned. You can assign any of the others by checking them.

3 If the employees you want aren't showing up in the list, click the New button to open the Edit Employees screen and enter them.



Make sure to collect telephone numbers for the employee so you have them when you build your call list later. And don't forget their e-mail address, in case, for example, you'll be submitting your plan for their approval.

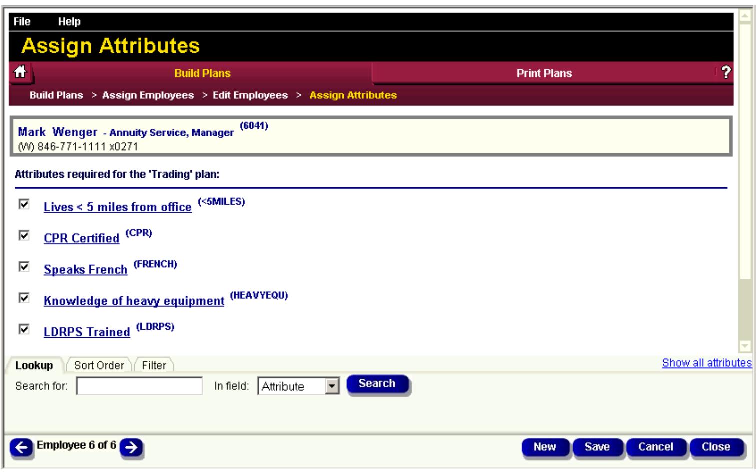
Assigning Employee Attributes

The Edit Employees screen collects the basics like address and home phone number. But what about more specific information? Suppose you'd like to know which of your employees live within five miles of your headquarters, so you'll know who will be close by if a major roadway is blocked? Or you're based in an area with a high concentration of Spanish-speaking people and you'd like to know which of your employees speak the language.

To assign employee attributes

1 Click the Assign Attributes button on the Edit Employees screen.

The Assign Attributes screen displays.



Mark Wenger knows how to perform CPR. That's an ability you hope he'll never need to use, but you'll be glad to know you have someone with that skill on staff.

2 Select the Show all attributes link to select from existing attributes, or click the New button to create a new one.

When you create an attribute it is saved and you can select it later to assign it to other employees.

Building an Employee Call List

When a disruption strikes, you need to spread the word as quickly as possible to mobilize your recovery teams and ensure that all of your key staff know what to do.

If an emergency happens during work hours, you know where to find your employees. But suppose lightning strikes your headquarters on a weekend, damaging several floors? Or a flash flood overnight washes out a bridge most of your employees cross on their way to work? You need a way to quickly contact your key personnel any time of day or night.

The best way to do this is to build a call list, where one person makes a call to several others, who in turn make calls, and so on, until your vital staff is aware of the problem.

When you build a call list, you link your key employees together in a phone call chain that ensures everyone can be reached and informed. This assures you that everyone is safe, and spreads the word so people know what to do next.

Depending on the size of your plan, you could have several lists, but most have just one.

To build an employee call list

1. On the Build Plans home page, click Call Lists.

   If you haven't built a list before, a blank Call List screen opens. If you have built at least one list, the Call List screen opens with the last list you worked on. (To choose a different list or create a new one, click the Switch Call List button.)

You build a call list by answering a series of questions, starting with "Who makes the first call?" Then, just highlight that person in the list, choose who they call, and so on. The list displays as a tree.

2 Select someone from the employee list and click the Assign button.

We selected Lydia Alter, and her name and phone number displayed at the start of the tree.

The question at that point changed to "Who should Lydia Alter call?" We selected three people, and they displayed below her in the tree. Then we assigned calls to each of them by clicking on their names in the tree and selecting people from the list.

Keep in mind that you can use Lookup, filters, or the Show all employees/Show assigned employees link to change the list of people to call. For information on filters, see "Using Other Plan Building Tools" on page 99.

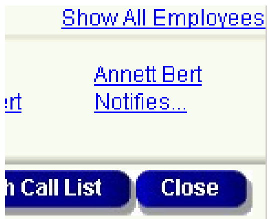
Here we assigned three calls to Lydia Alter and clicked on Annett Bert so we could select people for her to call.

Notice that we used Lookup to limit the list of people to call.

Tips for designing a call list

Keep an eye on the number of levels in your tree. If they get too deep, it could be difficult to keep track of all the calls, or it could break down if one person is unavailable. It may be a better idea to limit the number of people in the tree and build more than one list.

Often the person who makes the first call will need to confirm to the team that everyone has been called. So it's a good idea to have the last person in each "branch" of the tree make a confirmation call. You can do this by selecting the person in the list, clicking the "Notifies" link at the bottom of the screen, and selecting the person to notify. This can be anyone who is at a level above that person in the tree.



Review your lists often to make sure they have current phone numbers and don't include people who have left your organization. One missed call could cause the tree to break down. See "Rearranging / Updating a Call List" on page 60 for instructions.

Can I print my call list?

Of course. The Call List report shows the list just as it displays on screen, even noting the confirmation calls you've assigned. You can print it while you're building it by selecting Reports > Employee Call List. And you can include this report in your printed plans.

Rearranging/Updating a Call List

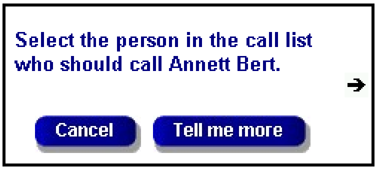
When you're dealing with employees, you face constant change. People are hired, and people leave. So you'll need to change your call lists every once in a while to keep them up to date. You can add people, remove or replace people, or simply change who calls whom.

In the following example, we decided to move Annett Bert so that Thomas Adams would call her. In the first picture we selected Annett Bert from the tree, then clicked on the Move Annett Bert link at the bottom right of the screen.

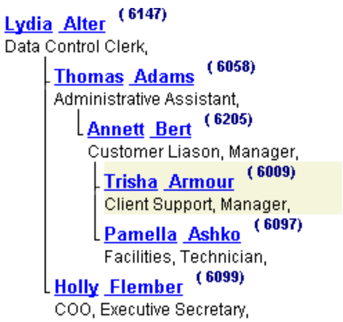
To rearrange a call list

1. Select the name of the person who should call Annett Bert.

   We selected Thomas Adams, and the call list was redrawn automatically, showing the new order.



Notice on the left that we moved Annett Bert under Thomas Adams. The tree was redrawn automatically, and Annett's calls moved with her.

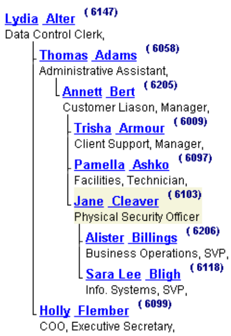


Notice that when you move someone in the list, everyone that person calls moves with them. Even though she was moved, Annett still calls Tricia Armour and Pamela Ashko. Of course, you can always move them separately if you don't want Annett to call them anymore.

What if I want to replace or remove someone?

There are two ways to do this -- you can replace them with someone not currently in the tree, or you can delete them entirely. To replace someone, choose them from the tree, click the "Replace" link at the bottom of the screen, and choose the new person.

The replacement person can't be in the list already. If you want to replace someone in the list with someone else in the list, moving calls is a better option.



Here we decided to remove Jane Cleaver from the tree. We kept the people she was to call, so they were moved directly under Annett Bert.

Removing someone entirely without replacing them is very easy to do, but if that person has calls to make, you need to consider those people as well. Take a look at the example above. We highlighted Jane Cleaver and selected the "Remove Jane Cleaver" link at the bottom of the screen. (You can also use the Delete key.)

We were asked whether we wanted to keep or remove the people she was assigned to call. We kept them, and they were automatically assigned to Annett Bert.

Alert: If you remove the person who makes the first call without replacing him, you automatically delete the entire list.

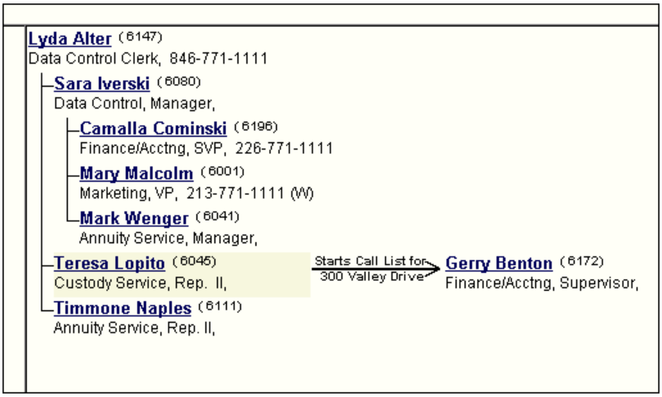
Can I link call lists together?

If another plan for your organization has a call list defined, you can have someone from your list call the first person in that one to get it started.

To link call lists

1. Select a person in the tree, then click the "Notifies" link at the bottom of the screen.
2. Choose Call Another List to display a list of plans with trees built and select a plan.
3. If that plan has just one call list, it is linked automatically. If it has more than one call list, select the one you want.

   When you link lists together, a tag like this one is added:



How can I rename a call list?

When you create a call list, it is assigned a name that matches your active plan followed by a number (e.g., "Trading", "Trading 2", etc.).

To rename the list, click the Switch Call List button, select Rename and enter the new name.

Assigning Customers and Vendors

Much of your attention during a recovery will be geared towards keeping your customers happy. If a disruption cripples your ability to produce the goods or services you supply to them, you're at risk of losing their confidence -- or losing them altogether. It's critical that you have up-to-date information so you can contact your customers to assure them that your operations are continuing.

It's also important that you contact your vendors -- the people who supply you with products and services. Using LDRPS, you'll collect this vendor contact information and can identify alternate vendors. That way, if a regional disaster makes some of those vendors unavailable, you can make sure you'll be able to find someone to provide those goods and services to you.

Occasionally some of your customers or vendors may even hold positions on your recovery teams, so you may need to contact them when your teams gather to begin their recovery work.

What are internal customers and vendors?

Not all of your customers and vendors work outside your organization. You also need to consider those people and departments that you rely on, and those who rely on you.

An internal customer is another department within your organization that your department provides with products or services. An internal vendor is another department within your organization that provides you with products or services. (These services could be supplies, reports, or even support.)

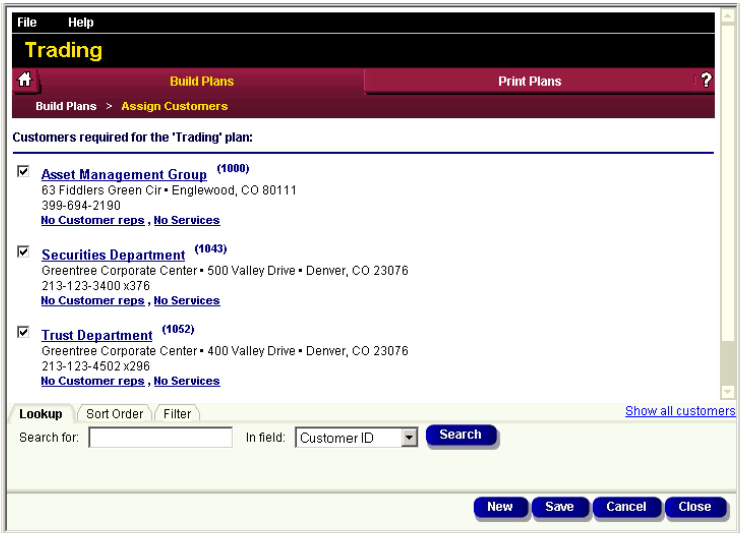
If you are down due to an interruption, it's just as important that you notify these internal customers and vendors.

To assign customers into your plan

1 From the Build Plans home page, select the Customers category.

The Assign Customers screen opens.

If you've already built teams and assigned customer representatives to hold team positions, chances are you'll already have a number of customers assigned to your plan. You'll see them listed here.



Earlier, when we defined teams, we assigned customer reps to positions. That assigned these customers to the plan.

2 Review this list and decide whether you need to assign additional customers to your plan.

As always, you should search for existing records. It is very likely that your administrator imported your customer information into LDRPS before you began building your plans. Most of this information is likely kept in another database somewhere in your company, and importing it saves time and assures that records are consistent.

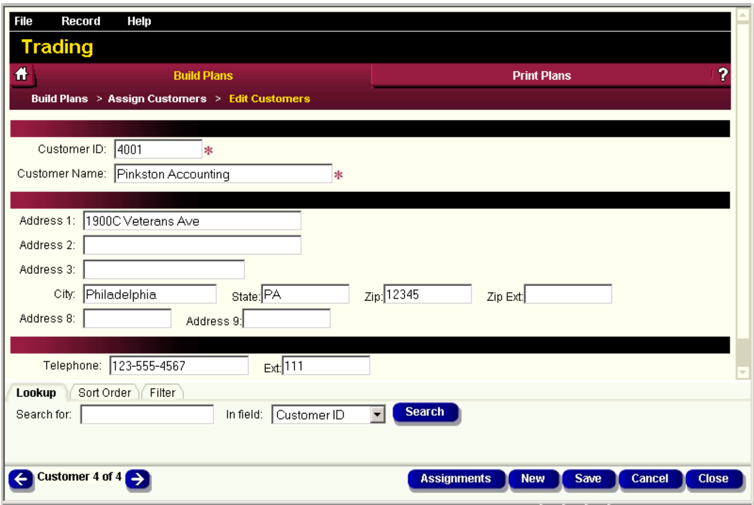
3 Click the “Show all customers” link and select the customers you need, checking off each one you want to assign.

Remember that you can use the Lookup to find a specific customer or customers.

4 If you still don’t find the customer you need, click the New button to open the Edit Customers screen.

This screen collects basic information about the customer, like address and phone number.

5 Complete the screen fields with your customer information, then click either Save or Close.



After we saved the new customer we entered, the record count at the bottom left changed to 4, adding 1 to the 3 customers already assigned.

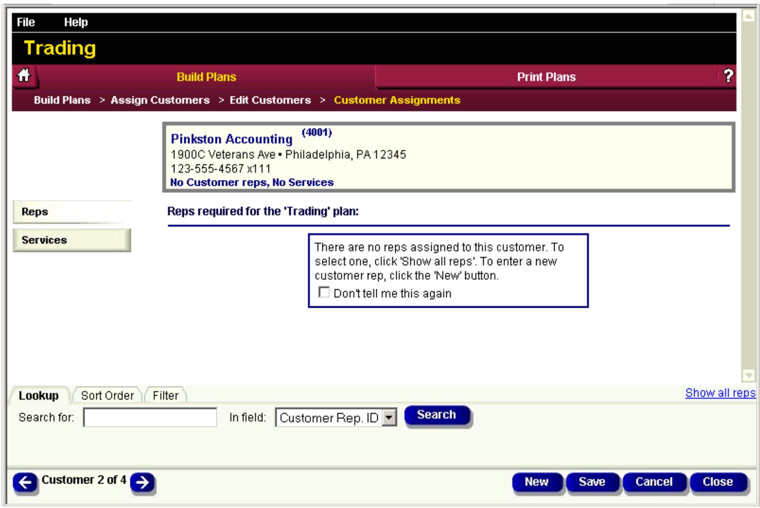
Defining Customer Representatives and Services

Once you've defined customers and vendors, identify customer representatives so you know exactly who to talk to if a disruption takes place. You'll also define the services you provide to your customers so you have a clear picture of what you must maintain.

To assign customer representatives and add services

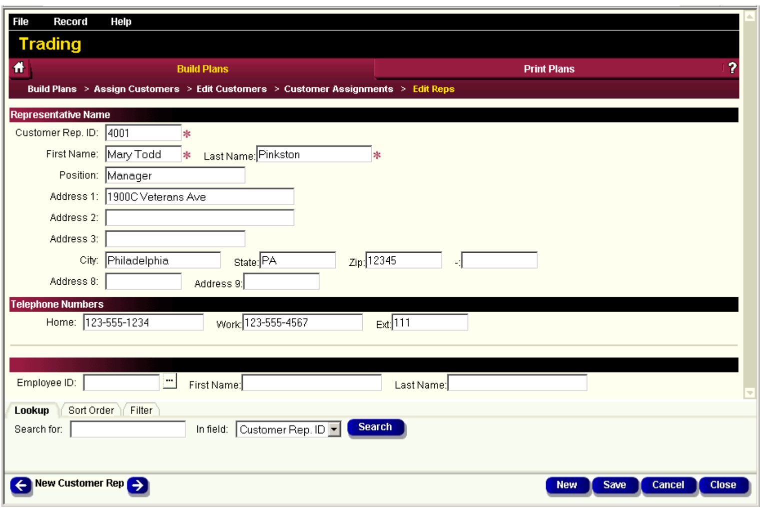
1 From the Edit Customers screen, click the Assignments button.

The Customer Assignments screen displays.



We don't have any customer representatives defined yet, so this screen is blank.

2 Select the Reps tab and click the New button to enter the customer representative's information.

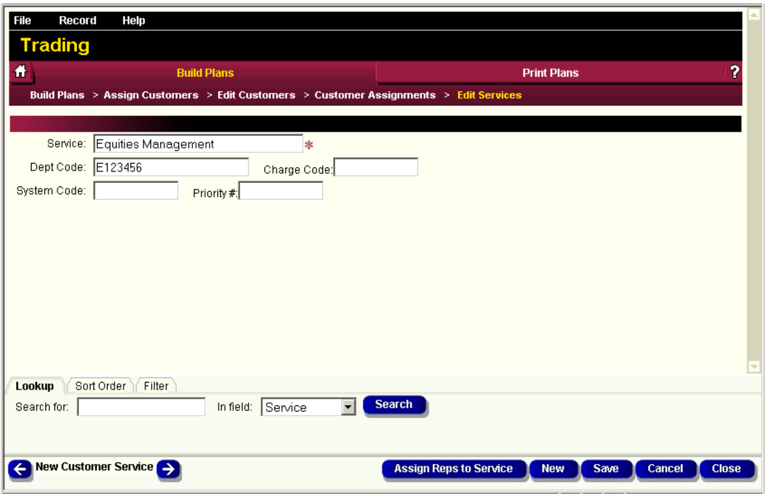


If you're defining an internal customer, you can select an employee ID to name the customer representative.

3 Click on Customer Assignments in the history bar.

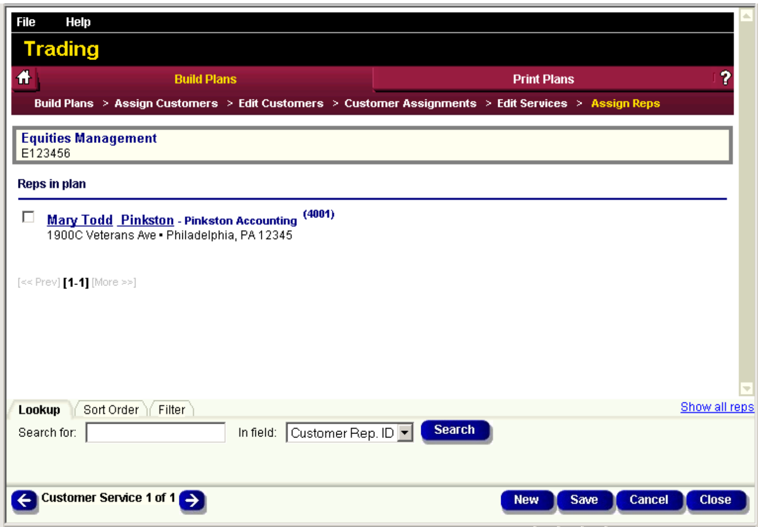
Returning to the Customer Assignments screen, you can now see the representative we assigned.

4 Next, select the Services tab and click New. The Edit Services screen displays.



These are the services you assign to the customer. You can link them to a representative by clicking the Assign Reps to Service button.

5 Click the Assign Reps to Services button, then click the check box next to the name.

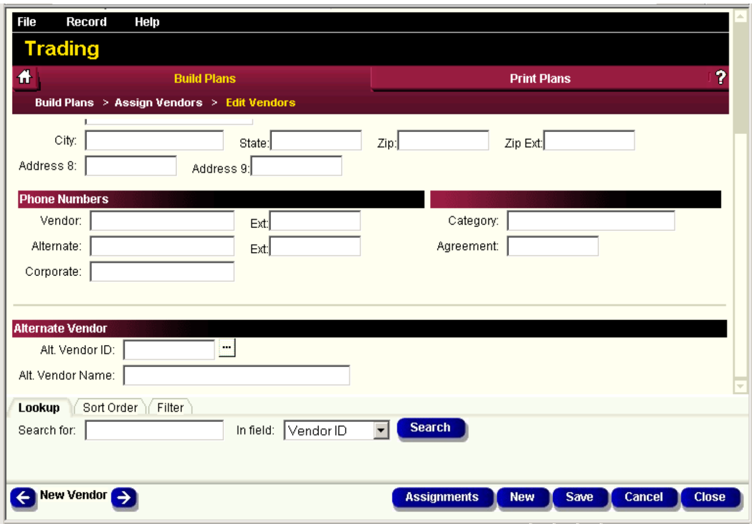


Here we chose the "Show reps in plan" link to bring up the customer representative we entered earlier. To link her to the service, we'll click the check box.

Entering Vendors

In LDRPS, the Vendors screens are very similar to the Customers screens we just discussed. One noteworthy difference is that you can assign alternate vendors to assure access to the goods and services you need if your primary vendor is unavailable.

Look at the following illustration, where we've scrolled to the bottom of the Edit Vendors screen to show the Alternate Vendor field. Click on the lookup button () next to the field to open a list of available vendors and select the one you want to serve as an alternate.



Alternate vendors protect you during regional disasters. For example, if a tornado hits your city and one of your primary vendors is also affected, you can turn temporarily to one of your alternates.

Note that the Alternate Vendor field appears below a grey bar. That means that it is plan-specific information. It's tied to your plan, not the vendor record itself. So if someone building another plan assigns this vendor, it will not have the alternate vendor assigned.

Chapter 6

Assigning Documents to Your Plan

An administrator sets up a default table of contents that determines the structure and contents of your printed plan. The table of contents includes documents and reports that organize your plan procedures and information. For example, you might start your plan with a cover page and documents outlining your department's policies and assumptions.

Trading Plan Table of Contents	
Plan Cover Page	1
Plan Overview	2
Employees by Name	3
Calls by Employee	4
Team Task Checklist	5
Vendors by Name	6
Customers by Name	7
Process Configuration	8
Supplies by Description	9
Software by Description	10

This table of contents appears on the Build Plans home page.

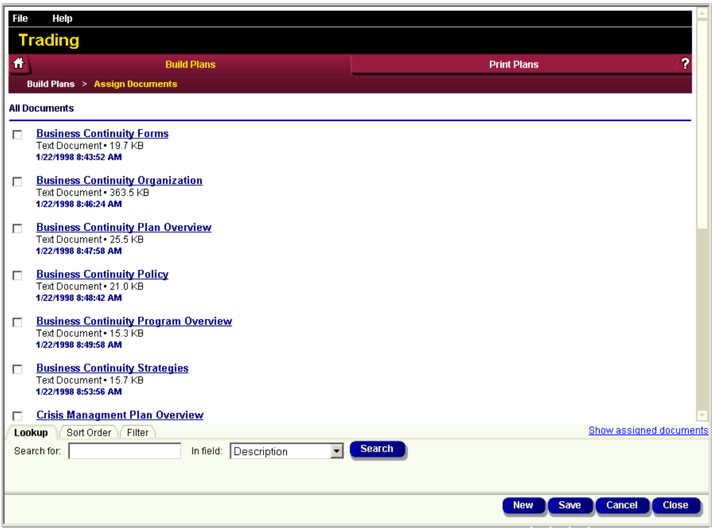
Does your company have unique emergency response policies written up? Or do you have other, department-specific documents like floor plans that would be useful in an emergency? You can assign these documents and include them with your printed plan so that they are available when needed most.

You can substitute plan-specific documents for more general ones in the table of contents or can add a document to this list as an appendix. In this chapter we'll show you how.

To add existing documents to your plan

1. Select the Documents category from the Build Plans home page.

   The Assign Documents screen opens.



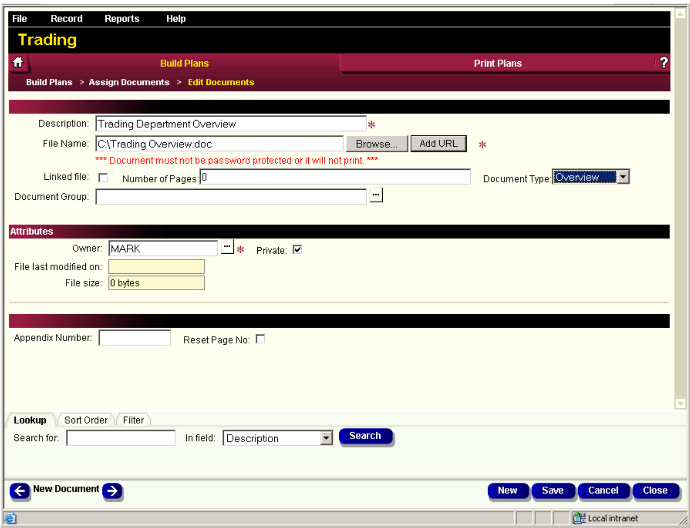
When you want to add a document to your plan, LDRPS allows you to select a basic file like a Microsoft Word document. Your administrator may grant you access to link to a web page containing the information you need.

2 Either select Show all documents and select a document from the existing document list

OR

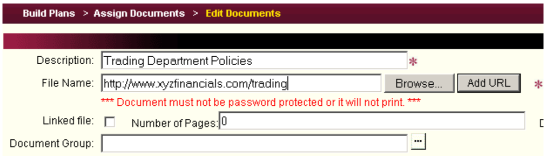
click the New button and enter a description and location of a document you want to include on the Edit Documents screen.

In the following screen, we chose a document called “Trading Department Overview,” stored on our hard drive.



If your table of contents is set up with a document type matching the value you assign in the Document Type field, your document will replace the one in the table of contents.

If you select a web page, the URL displays in the file name field. You can update it at any time by clicking the Change button and entering the new address.



What does "Linked File" mean?

Linked means documents and reports are stored outside of LDRPS at an external location like a LAN. They exist independently of the LDRPS database, and LDRPS captures changes to them when you print your plans.

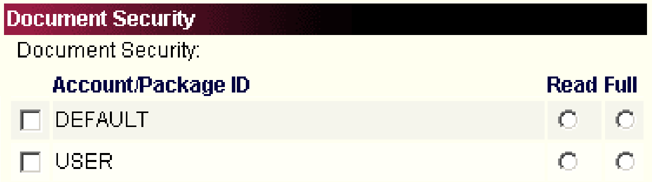
When this field is unchecked, the document is *embedded*, meaning that it is copied into and stored in the LDRPS database. If you make changes to the original, they don't apply to the LDRPS copy, so you should always edit them by clicking the Edit File button on the Edit Documents screen.

You cannot link to documents you add to your plans via LDRPS Web. When you add a new document via Web, the Linked check box is read-only and can't be selected. The only time you will ever see a check here is for a document added to your plan via Desktop versions of LDRPS.

Setting Document Security

Document security lets you establish who can view and edit the document you've linked to your plan.

You may or may not have privileges to set document security. If you do, your Edit Documents screen will display Document Security information on the right side of the screen.



When you add a document to your plan, it carries the default document security privileges established by your system administrator. You can change this default when adding or editing the document.

If you set access to **Read** for a package, users with that package assigned to them can see the document and assign it to plans. If you set access to **Full**, those same users can assign the document to a plan and changes can be made to it.

This access is overridden by documents marked as private. A document owner marks a document private by checking the Private checkbox on the Edit Documents screen. When this happens, the document can be read only by the document owner and the system administrator.

Document Security is an advanced feature so if you have access to change security attributes and need more detailed information, see the *LDRPS Administrator Guide* or your system administrator.

Substituting Plan-Specific Documents

When you assign a document to your plan, you can use the Document Type field to indicate what kind of document it is (assumptions, overview, etc.). If the table of contents for your plan is set up with a document of that type, your document replaces it when you print your plan. This is important because it allows you to customize your plan with information specific to your needs.

For example, the administrator at XYZ Financial Services wanted each plan to include a document with an overview of the goals and requirements for the plan. So he included a general Plan Overview document when setting up each plan's table of contents. He set the Document Type field for that document to "Overview".

Here's what the Trading Plan table of contents looked like when he first built it. The Plan Overview document is included.

Trading Plan Table of Contents	
Plan Cover Page	1
Plan Overview	2
Employees by Name	3
Calls by Employee	4
Team Task Checklist	5
Vendors by Name	6
Customers by Name	7
Process Configuration	8
Supplies by Description	9
Software by Description	10

But because goals and requirements differ from department to department, he wanted each department to write up a customized plan overview to replace the general one he assigned.

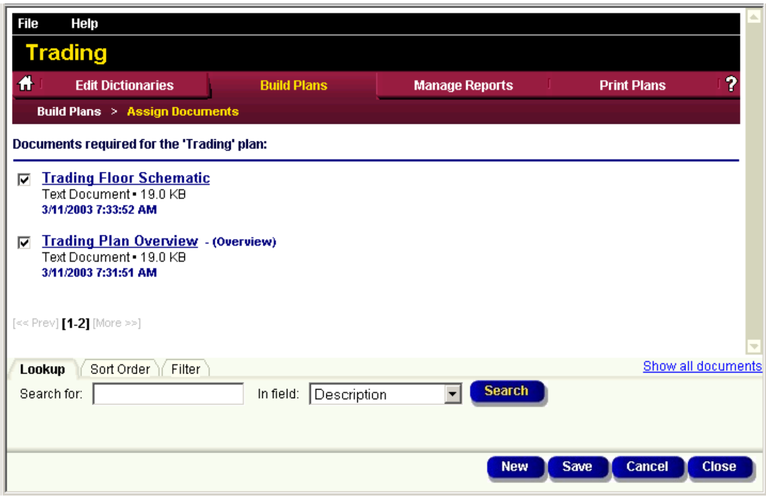
So the Trading department planners created a document called "Trading Plan Overview" and assigned it to their plan using the Documents category in Build Plans. On the Edit Document screen, they selected Overview in the Type field.

Notice the table of contents after they assigned the specific Trading Plan Overview. That document replaced "Plan Overview," with an asterisk next to it to show the substitution.

Trading Plan Table of Contents	
Plan Cover Page	1
Trading Plan Overview*	2
Employees by Name	3
Calls by Employee	4
Team Task Checklist	5
Vendors by Name	6
Customers by Name	7
Process Configuration	8
Supplies by Description	9
Software by Description	10

Alert: Assigning a document to your plan doesn't necessarily put it in your table of contents. If you don't select a document type, or a document with that type isn't already in your table of contents, the document you assigned will not be included. If you still need to include it, see "Adding a Document as an Appendix" below.

We'll assign a second document with a floor plan for the Trading department, but won't assign a document type to it. Then click Close on the Edit Documents screen to return to the Assign Documents list.



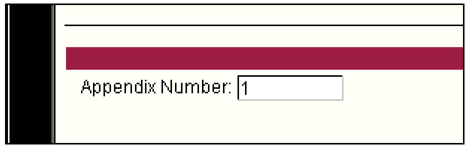
Here are the documents we added. Notice that the Trading Plan Overview has (Overview) after it to show that there's a document type selected.

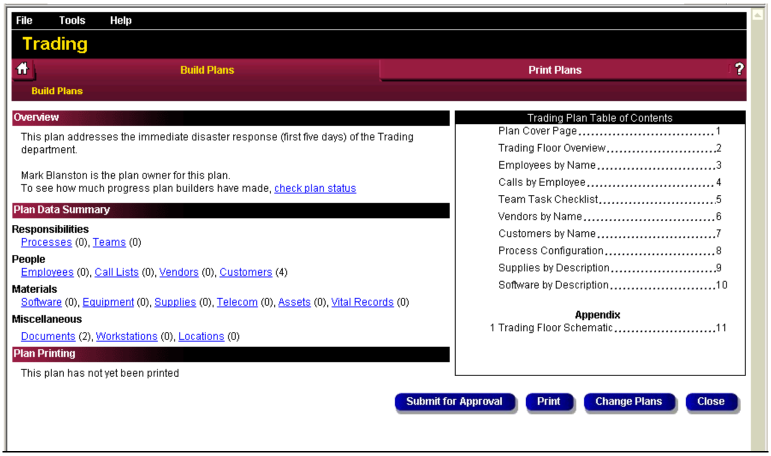
Adding a Document as an Appendix

There's a second way to add plan-specific documents to your plan. Most of the general documents you need will be set up in the table of contents. However, if you have unique documents you want to add, LDRPS lets you add each of these as an appendix to your plan.

Consider the document with a detailed computer room schematic that we also assigned. Because this document is unique to the department plan, it isn't included in the default table of contents. So we'll add it to the end of the printed plan so it will be easily available in a disruption.

To make a document an appendix, enter a value in the Appendix Number field when setting it up on the Edit Documents screen. Once you save it, the table of contents on the home page is updated to show an appendix section.





Notice that the table of contents on the home page now shows the Trading Floor Schematic document as an appendix.

Keep in mind that you can assign documents to your plan without including them in your final plan printout. For example, you may have an Auditing Requirements document that is intended only for internal auditors reviewing your plan.

If you assign a document without selecting a document type or entering an appendix number, it will be assigned to your plan but won't be added to your table of contents, so it will not be included when you print your plan.

Editing and Replacing Documents

As we mentioned earlier, all documents added to your plan through LDRPS Web are embedded, meaning they reside in your LDRPS database. So if you want to make changes to these documents, you must check them out to reserve them for your work, then check them back in when you are complete.

To update an embedded document

1. From the Build Plans home screen, select Documents.

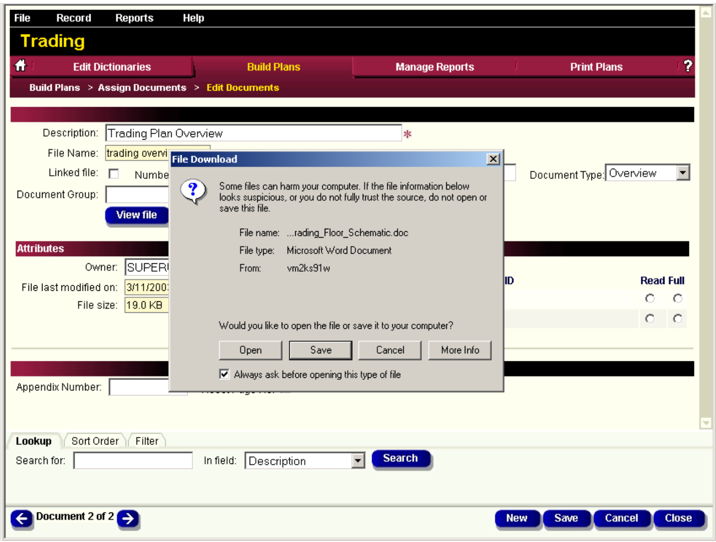
   The Assign Documents screen displays.

2. Select the file you want to update.

   The Edit Documents screen displays.

3. Click the Edit File button.

   (If the document is a linked file added through LDRPS Desktop, you won't be able to check it out. Edit the file through the software used to create it and the changes will be reflected in your plan.)

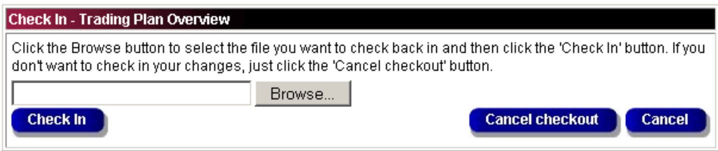


This window appears when you click Edit File. Save File to disk makes a copy of the document.

The file opens in the tool that created it (MS Word files open in Word, Excel spreadsheets in Excel, etc.) Note that the name is changed slightly (for example, “Trading Overview. doc” becomes “Trading Overview [1].doc”) to protect you from overwriting the original document by mistake.

4. Make your changes, save the file, and then click the Check In button to reflect these changes in your plan.

   Either save the copy with the name of the original document or check in the changed document name to replace the original.

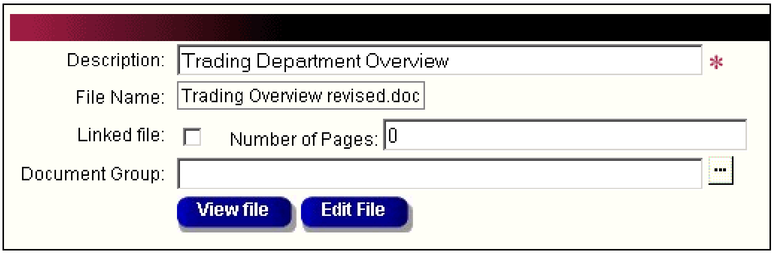


   To check the document back in without making any changes, click Cancel Checkout in this window.

Replacing the Embedded File

If you want to embed a completely new external document into a LDRPS document record in your plan, there are two ways to do so. The first is to delete the LDRPS document record from your plan, add a new document, and select the external file.

The second, which allows you to avoid deleting the document record in your LDRPS plan, is a bit of a shortcut. First, check out the embedded document, then close the file and click Check In. Instead of selecting the original embedded file, select the new external file, and it will replace the original. All other document settings in LDRPS will be the same.



Here we replaced the embedded document by checking in "Trading Overview revised.doc" instead of the original "Trading Overview.doc".

You can use the Document Group field to group similar documents. This way, you can quickly access a subset of documents in your plan.

Chapter 7

Setting Up Alternate Workstations

Many of your key staff members require special hardware, software, and phone/modem lines to perform their jobs efficiently. If their work area is unavailable, it may not be as simple as finding them another desk and PC. Defining and selecting alternate workstations lets you make sure each team member will have everything he or she needs to perform his or her job.

The trading floor at XYZ Financial Services is highly specialized. Each of the workstations, or "turrets", has key hardware, software, and telecommunications requirements. If any of those turrets became unavailable, just finding an unused PC wouldn't be enough for most traders to continue their work. Each trader needs a replacement workstation geared to his or her specific needs. This includes the correct PC and modem setup, software, and other equipment.

So XYZ used the Workstations category to assign an alternate workstation for each of their key personnel. These alternate workstations should be virtually identical to the original so that work can continue or resume with as little interruption as possible.

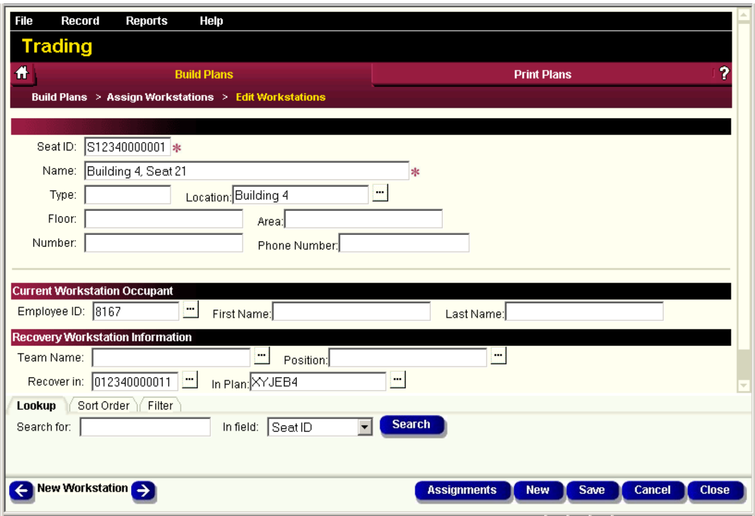
Typically the replacement workstation will belong to another employee whose work is not as critical, someone who can perform other tasks or move to a new location without difficulty. At XYZ Financial, some traders handle hundreds of thousands of dollars worth of transactions each day. Their work is more critical in the short term than some other employees who don't have such a clear role in the revenue stream.

The workstations category doesn't apply to everyone. If you read this chapter and it doesn't sound like something you need, you can build your plan without it.

To configure an alternate workstation

1 Select the Workstations category from the Build Plans home page, then click the New button on the Assign Workstations screen.

The Edit Workstations screen opens.

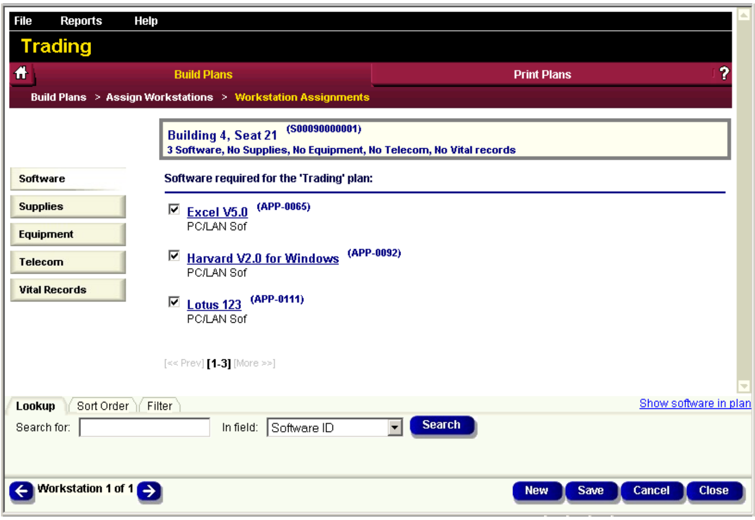


Use the Recover in field to select a replacement workstation. Be sure to choose an alternate that has the same setup (hardware, software, etc.).

This screen lets you define the basic characteristics of each workstation, like where it is located, which employee uses it, and which team needs it for a plan.

2 Once you've established the basic details of the workstation, click the Assignments button to identify the software, supplies, equipment, telecom and vital records it requires.

Setting up these additional characteristics is important, because it helps you decide which workstations are suitable as replacements.



Setting up a workstation in LDRPS is a lot like defining a process. Click through the tabs to assign each category.

Remember that you're defining what the workstation has, not what it needs. When you choose it as a substitute, you want to be sure it has everything it needs to be a suitable replacement.

With that in mind, there are a number of reports you can use to make sure your workstations are set up the way you need them. For example, the Workstation Deficiencies report shows what you need to install or add to a workstation to make it suitable as a substitute for the workstations assigned to it. This is a great way to identify what work you need to do prior to a disruption to make sure you won't have delays when you launch your plan.

Chapter 8

Inventorying Equipment and Other Materials

When you launch your plan, you want your team members to be able to dive right in and begin performing recovery tasks, not waste time searching for equipment, software and supplies. Here you'll assign materials to your plan to make sure they have what they need to complete these tasks.

In this chapter we'll discuss conducting an inventory of your key equipment, software, supplies, and other materials. Gathering this information is important because it helps identify what you need to restore and maintain your critical processes.

We'll also look at setting up the alternate locations where your teams will perform their recovery tasks if your primary facilities are damaged or unavailable.

Assigning Equipment

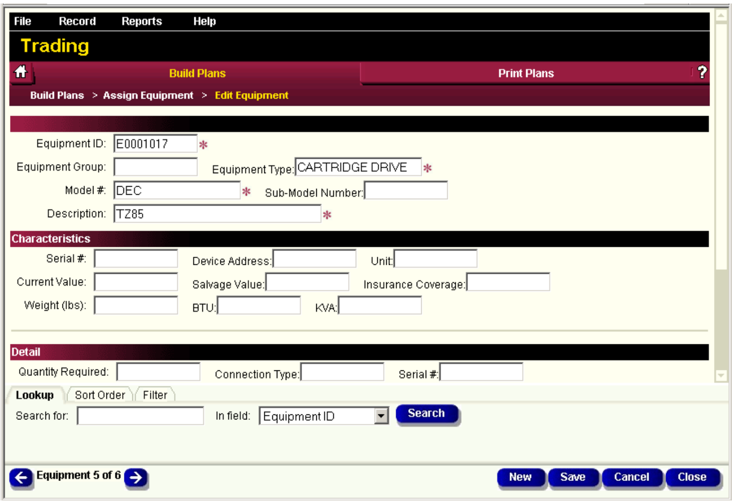
Equipment is most often the computer hardware you'll need to run your recovery and continue business operations, everything from PCs and modems to printer cables. You enter equipment when you define what is needed for processes and workstations.

To enter it directly or edit existing equipment, select the Equipment category from the Build Plans home page. The Assign Equipment screen opens, showing all the equipment already assigned to your plan.

All of this equipment is assigned to our plan because we entered it for the Confirmations process earlier.

At this point you probably won't be assigning any new equipment to your plan, because chances are you'll focus only on the equipment you need to maintain your processes and workstations. However, you can edit it to enter additional information, like how much of it you'll need during your response period.

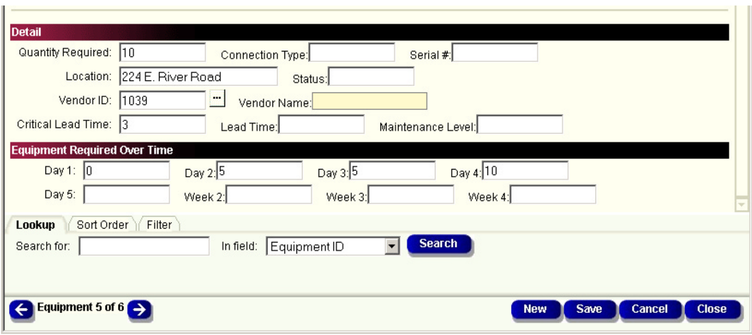
Suppose we wanted to specify how many TZ85 cartridge drives we'll need. We'll click on it in this list to open it in the Edit Equipment screen.



You can enter detailed specs for each piece of equipment. For Web help, look at bottom left of browser window. For Desktop help, press F1 on a field. But what's most important to your plan is how much of each piece of equipment you need over time.

What are quantities over time?

Certain equipment is more important on Day 5 than on Day 1. Or, as time goes on, you may need more of that item. Under Equipment Required Over Time, which is at the bottom of the Edit Equipment screen, you should identify how much of each item you need each day, in Week Two, and so on.

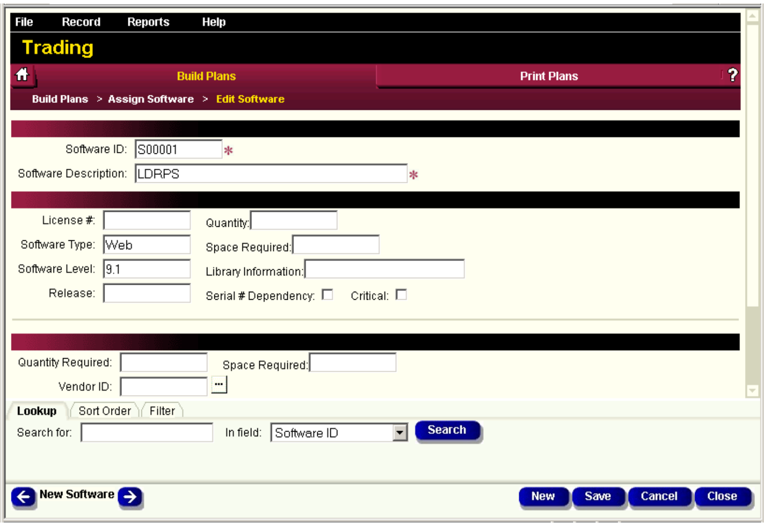


We don't need this equipment at all the first day of the recovery. But that changes on Day Two, and by Day Four we'll need ten of them.

Later, as you define other materials, you'll specify how much of them you need over time as well, so this will look familiar.

Assigning Software

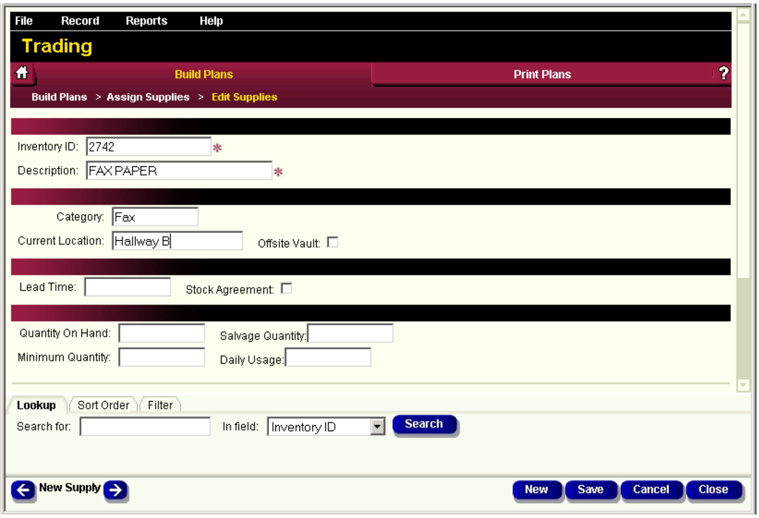
There are a lot of reasons to have software in your plan. If you lose the use of your computer systems, you will need to replace your critical software as quickly as possible. You'll identify the vendors that supply it to you and how much of each type you'll need over time.



Like other materials, chances are you'll assign only the software needed to support your critical processes or workstations.

Assigning Supplies

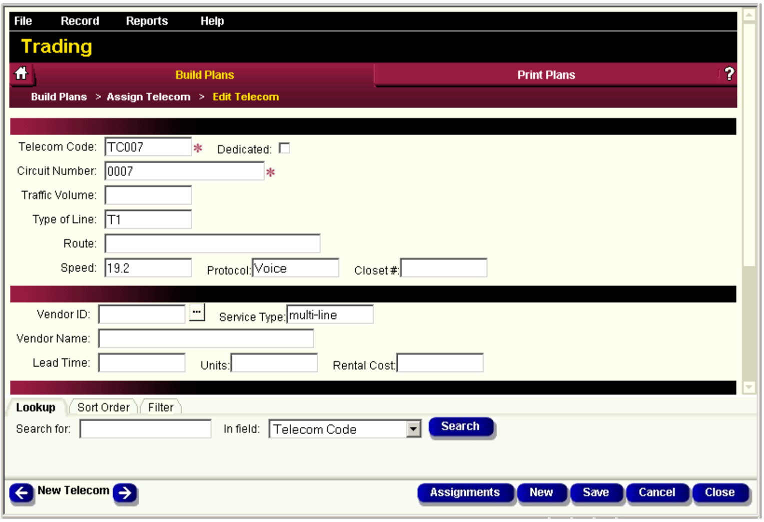
Supplies are the basic products you need to continue business operations after an interruption, things like purchase orders and envelopes.



You can also enter plan-specific information about the vendor who provides each item, as well as how much you'll need over time.

Assigning Telecommunications

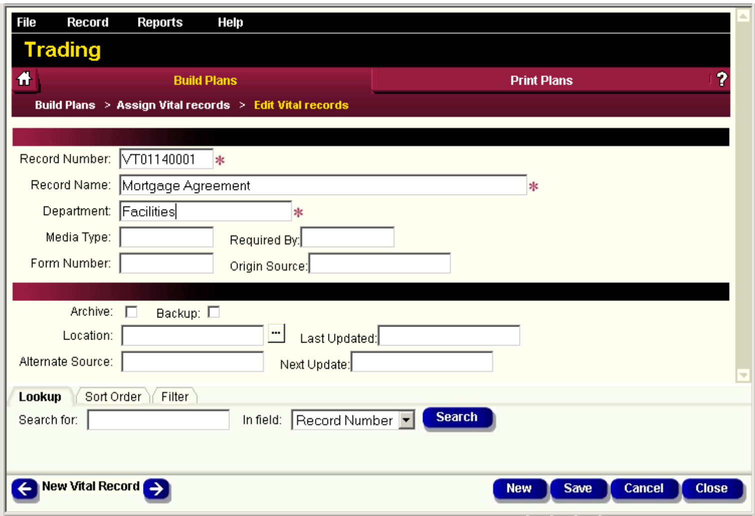
If you don't have working telecommunications lines, your recovery efforts could be paralyzed. You'll need to gather as much information as possible about these lines, including details about what equipment you require and what alternate lines are available.



Click the Assignments button to select alternate lines.

Assigning Vital Records

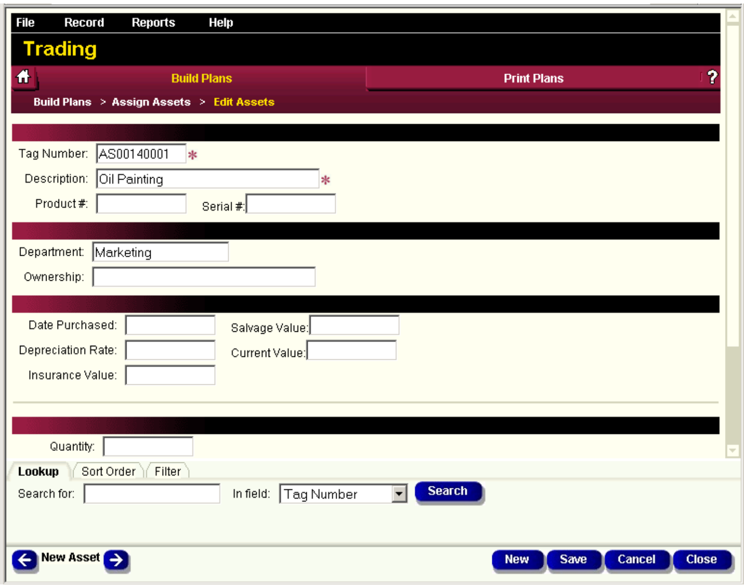
Vital records include the documents your organization depends on, such as contracts, loan agreements, and financial records. They also include written material that your recovery teams need to perform their duties, such as your business continuity plans.



Vital records aren't documents in your plan. A vital record is key information you could need access to, like mortgage or lease papers.

Assigning Assets

Assets are material resources, like furniture, that you would need to operate or duplicate an office environment. It may seem obvious, but when you're planning for a disaster you don't want to overlook something basic like having chairs for team members to sit in while working.



Some companies extend assets to include valuables so they have records of what might be lost in a disaster.

Defining Alternate Locations

If your headquarters are unavailable, where will your response take place? Where will your employees resume their work? Here you'll collect additional information critical to the success of your plan.

Locations are offsite offices, buildings, or areas that you have available to you in a business interruption. If all or some of your main facility is unavailable, you'll rely on several types of alternate locations:

- a backup site, where your critical personnel will gather to continue your most important business functions,
- an offsite command center, where you will direct your recovery efforts,
- storage locations, where you keep supplies, documentation, and business records you may need, and
- a restoration site, where your company can restore business activity if your primary facilities are unavailable for an extended period.

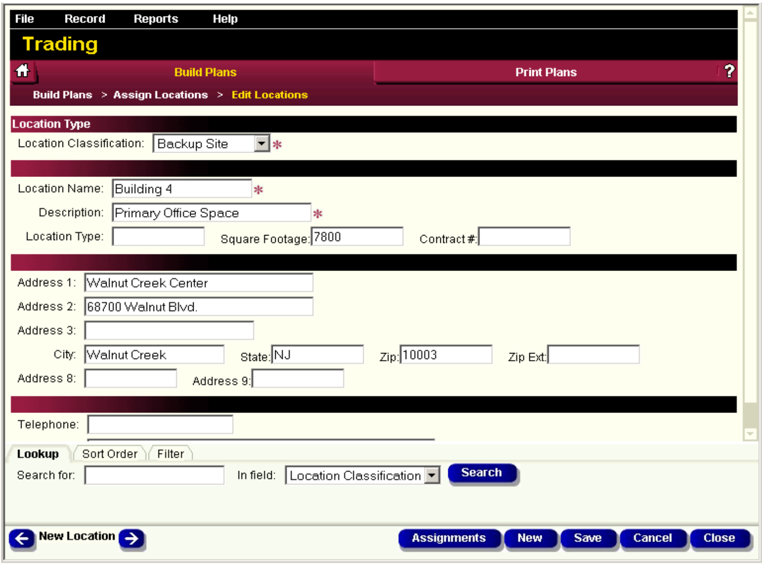
To define alternate locations

1 From the Build Plans home screen, select Locations.

The Assign Locations screen opens.

2 Click New.

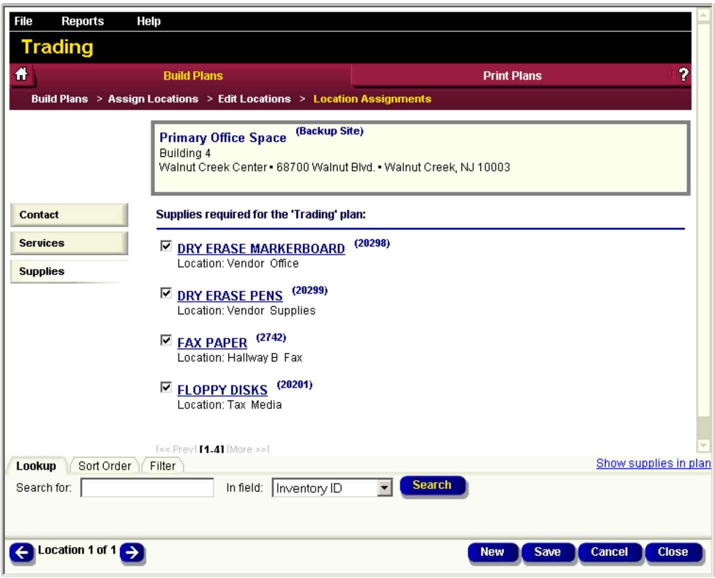
The Edit Locations screen opens.



Don't overlook anything when setting up possible locations. Even an employee's home office can be a backup site in a pinch.

3 Select the type of location in the Location Classification field, then enter the address and other details.

4 Click the Assignments button to set up supplies needed to support the location and identify a contact person and the services he or she provides.



When assigning supplies here, don't try to assign everything your plan needs, just what you need at the location.

Chapter 9

Submitting Plans for Approval

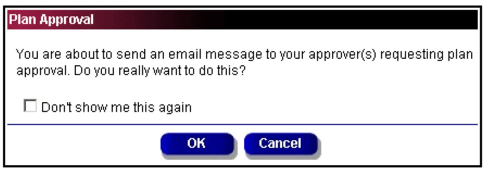
You've planned, written, reviewed and tested your plan. Now it's time for the last step in the process, getting your plan approved. There may be only one person responsible for approving your plan, or there may be quite a few people who must approve all or parts of your plan.

LDRPS Web creates a PDF file of your plan and automatically e-mails it to the approver(s) that your plan administrator specifies. It also provides your approvers with a link so they can approve your plan online.

To submit plans for approval

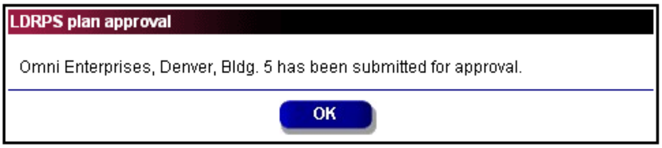
1 From the The Build Plans home screen, click on Submit for Approval.

The e-mail Plan Approval screen displays.



2 Click OK.

The LDRPS Plan Approval confirmation screen displays.



3 Click OK.

Your approvers receive an e-mail notice, and it's a simple click on a link to view the PDF file, to approve the plan, or to send comments back to you.

Back on the Build Plans home page, you can check on the status of the plan approval under the Plan Printing heading. You can see that the plan was submitted for approval, and which recipients have not yet approved it.

Resubmitting Plans for Approval

When you update your plan and send it out for subsequent review and approval, the status line on your Build Plans home screen displays the following information:

- the date and time the plan was last printed and submitted for approval,
- whether the plan was approved previously,
- the date and time you resubmitted your plan for approval,
- recipients who have not yet approved your plan.

Your approvers receive an updated e-mail notice, and the links that appeared in previous approval e-mail notices will no longer work.

Chapter 10

Using Other Plan Building Tools

LDRPS has a variety of other tools to help you build your plans. Earlier we showed examples of how to use the Lookup tab to locate records in assignment lists and on edit screens. If you want to perform an advanced search that you can save permanently, click on the Filter tab. To change the display order for records, click the Sort Order tab.

Let's discuss each of these tools in more detail.

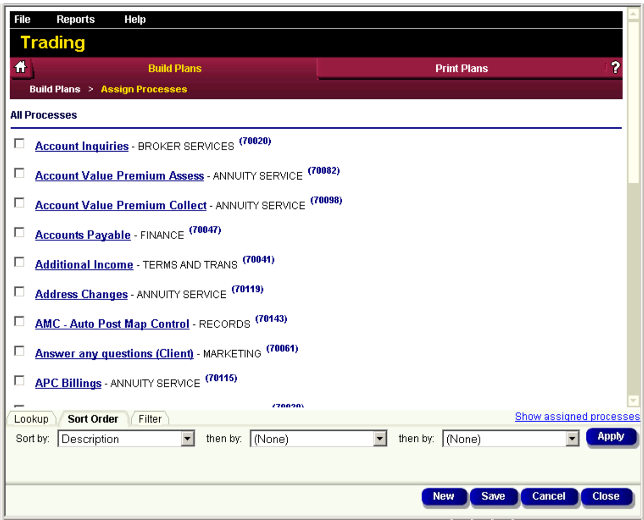
Changing How Records are Sorted

When you open your Employee screen, how do you want the employee records to display? Do you want to see them in alphabetical order by last name, by priority, or by zip code? When you set a sort order, you decide the order in which you will see information.

Let's look at the Assign Processes screen as an example.

By default, LDRPS shows processes by Business Function. Here's the original list of available processes.

Select Description in the Sort by field and click Apply.



Here's our new list, alphabetical by process description.

You can also sort on more than one field. Suppose you would like to view your processes by criticality rating within business function. Select Business Function in the first Sort by field, then select Critical Rating in the second sort by field and click the Apply button. LDRPS re-sorts the records.

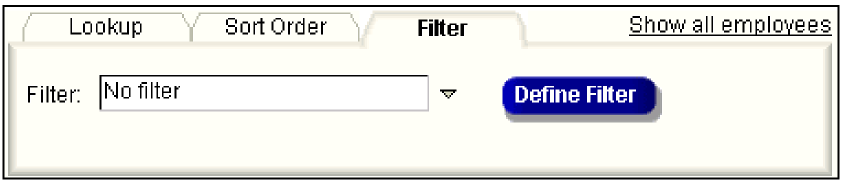
Sort orders are stored on your workstation, not with your user ID, so if you log in on another PC you won't see information sorted that way.

Building Filters

Suppose you would like to search on the information in more than one field. Let's say you were looking for employees from your Jersey City location who don't work the first shift. Or you'd like to use a search over and over without re-entering it each time you use LDRPS.

Filters are the answer, giving you a more detailed search option than Lookup. Besides searching on more than one field, you can also find values that are similar to, less than, greater than, or even not equal to the information you enter.

And they also can be used repeatedly, because you save them as you build them.

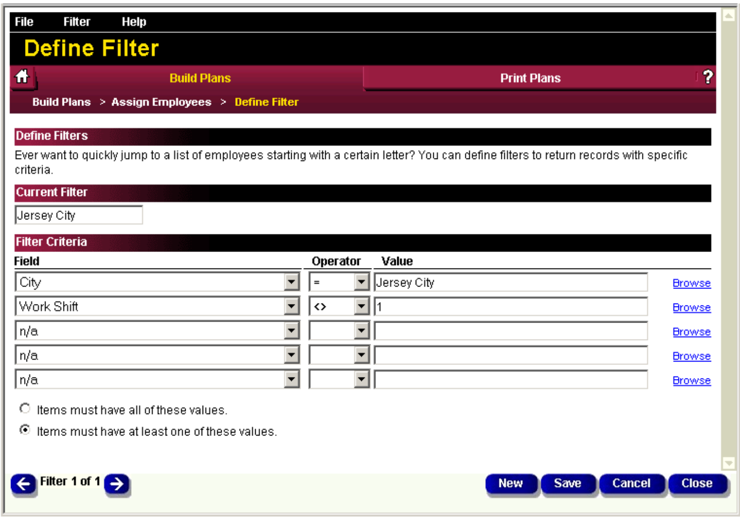


Filters are specific to each plan category, so you can define as many filters as you need to find specific kinds of plan information. You can set up filters for employees, processes, vendors, etc. For this example, select Employees from the Build Plans home page.

To define a filter

1 The filters tab appears in the search area at the bottom of the page. If you already have defined filters, you can select one from the list. To build a new one, click the Define Filter button.

The Define Filter screen lets you create new filters or edit the ones you've already built. A filter could be something simple, like a search for all employees who live in Jersey City. (You could find the same thing with the Lookup tab, but remember that you can save a filter to use repeatedly.) Or it could be more specific, like all Trading department employees who live in Jersey City and work the second and third shifts. Let's create that one.



Each row of the filter lets you put specific search criteria on a field. You can search on one or more fields.

2 Click New.

3 In the Value field, enter a new filter name. We'll call it "Jersey City."

4 Click on the drop down box in the Field column to select the field to search; since we're looking for employees, these are the fields on the Edit Employees screen.

5 The field you select displays as the first item in the filter list. Because we want the employees who work in a specific town, we'll choose City.

6 Next, we'll select an "operator" to describe the relationship between the field and the specific information you're looking for. We'll choose "=" (Equal to).

At the end of this procedure, you'll find a chart containing descriptions of each of the operators.

7 The final piece, the "Value," is what you're searching for. Here we entered Jersey City. This will find all of the employees with Jersey City entered in the City field.

8 Each piece of information you're searching for appears as a row in the filter. So to make the search more specific, move to the next row and enter additional criteria. Because we want employees only from the second and third shifts, we used the "Not equal to" operator to eliminate employees with a work shift of 1.

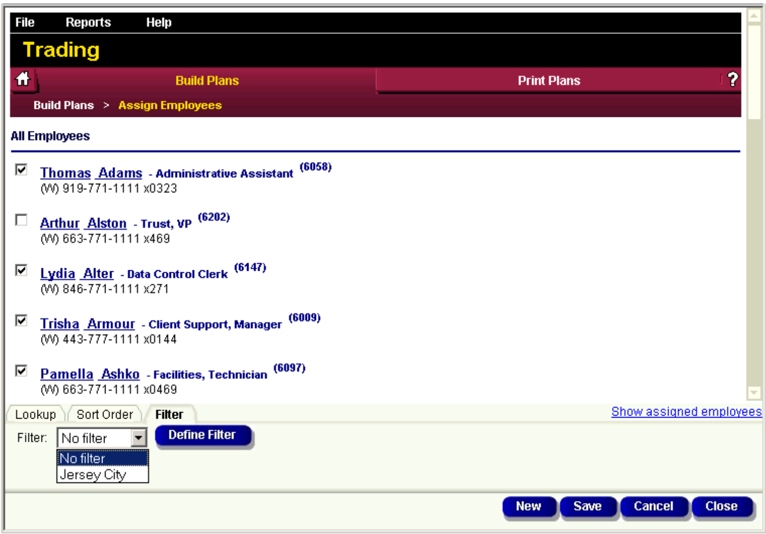
When you use the "Like" operator, you can use * or ? as wild cards to search for a general phrase. If you want more details on how these operators work, see the Filter FAQs.

9 At the base of the screen there are two conditions that further define the search. The first, "Items must have all of these values" means that all rows of the filter must match. We chose this option for our example.

The other option, "Items must have at least one of these values", means one or more of the conditions are met. This is a great way to search for records with different values in the same field. For example, if we wanted employees who work in Jersey City and Chicago, we could have defined the filter with a row for each of those cities and chosen this condition.

10 Click Save.

When you return to the Assign Employees screen, you can select the Jersey City filter on the Filters tab.



The filter we created is now available to apply. When we choose it, the list of employees will be limited to those who match the filter criteria.

The Define Filter screen contains “operators” that describe the relationship between the field and the specific information we’re looking for. The following chart explains each operator.

Operator	Description
=	**Equal to** Finds only exact matches
Like	**Like** Finds similar matches. You can use a wild card (* or ?) with this operator.
<	**Less than** Finds only data less than what you enter, either numeric or alphabetic information (A is less than B, B is less than C, etc.).
<=	**Less than or equal to** Finds only data less than or equal to what you enter, either numeric or alphabetic information (A is less than B, B is less than C, etc.).
>	**Greater than** Finds only data greater than what you enter, either numeric or alphabetic information (Z is greater than Y, Y is greater than X, etc.).
>=	**Greater than or equal to** Finds only data greater than or equal to what you enter, either numeric or alphabetic information (Z is greater than Y, Y is greater than X, etc.).
<>	**Not equal to** Finds all information that is not exactly what you enter.

Spell Checking Your Entries

You can check the spelling of plan information in any edit screen by clicking on a field and choosing Record > Spelling. The spell checker displays a suggestion if it doesn’t recognize the word. Either type the correct spelling under Description or highlight the correct suggested spelling under Suggestions and click Change or Change All.

Spell checking is not available on LDRPS Web.

Removing Assigned Information from a Plan

To remove an assigned process, employee, or other LDRPS record, simply remove the check from the list of assigned records. Keep in mind that this does not delete the record from the database, it just removes it from your plan.

When you try to remove a record that is used elsewhere, a message will display to tell you where it is assigned. For example, if you try to remove a piece of software that is assigned to a process, the message will appear asking if you want to review this assignment.

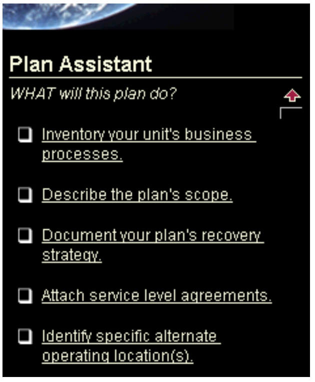
Chapter 11

Using the Plan Assistant

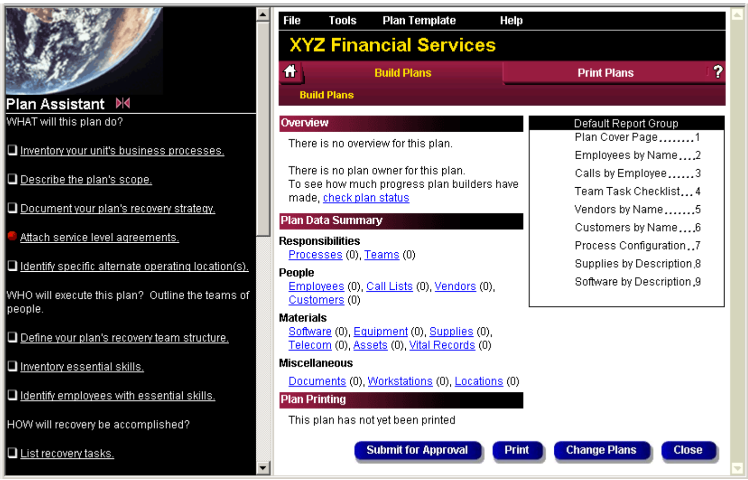
Plan assistants have been designed to minimize what you need to know about LDRPS and to guide you through building your plans in the shortest amount of time. These assistants will walk you through only those areas of LDRPS where you need to enter information. They offer instructions in a checklist you follow and then mark as complete to show your plan progress.

Your system administrator designs plan assistants to help you complete your specific plan building responsibilities. If you have access to more than one plan, you probably have a couple of assistants assigned to you. So when you log into LDRPS for the first time, you'll be asked to choose which plan you want to build. LDRPS opens the assistant designed for that plan.

The Plan Assistant panel changes to show a series of questions and steps to follow. When you click on a step, the appropriate screen opens and more specific instructions display. You'll follow those steps and, when you've completed your work, you'll mark them as complete.



Suppose the first step for your Trading plan is "Inventory your unit's business processes". When you click this item in the checklist, the plan assistant takes you to the LDRPS Assign Processes screen in Build Plans.



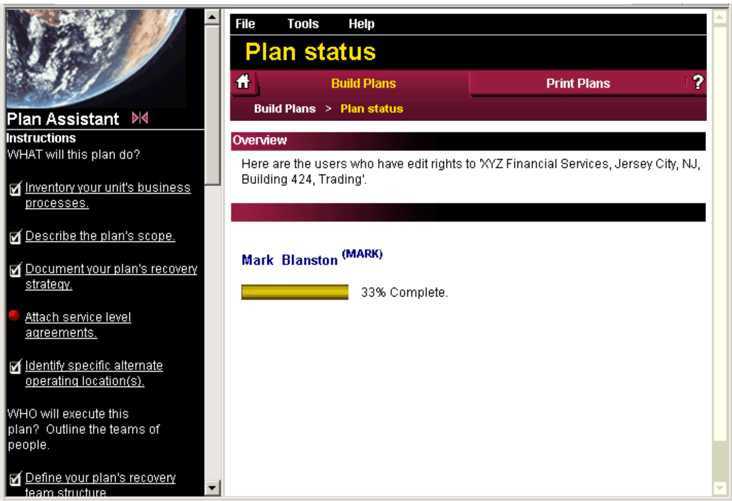
When you choose a step, the plan assistant takes you to the screen where you perform it. Click "View Guidelines" for an overview of your company's planning policies and procedures.

The plan assistant shows instructions for performing the step you've chosen. Once you have completed a step, click "I have completed this section." If you have to log off LDRPS without completing all of your work on a step, you can choose "I will work more on this section later" to save your work and pick up where you left off the next time.

When you acknowledge that you've completed a step, it is marked with a check in the list. The next time you use the assistant, you should select the first unmarked step.

Viewing Your Progress

When you're using an assistant to build your plans, you can select the "check plan status" link on the Build Plans home page to see how much progress you've made.



Each time you mark a step as complete, it gets a check in the list. The Plan Status bar shows how far along you are overall.

A step was complete, but the check disappeared. Why?

Because of changes within organizations, certain steps may need to be performed again from time to time. This keeps plan information accurate and up-to-date. For example, you'll need to review your assigned employees once a month or so to account for people who have left or joined the company.

Fortunately, you don't have to remember to check your plan information. When your system administrator sets up your plan assistant, he decides when you need to perform a step again. When a step becomes out of date, you will receive an e-mail message similar to the following:

> Parts of your Business Continuity Plan have become outdated. Click on the section link to update it. Specific sections include the following:
>
> <section title included here as a link>

Simply click on the section title link, and you can update the information and mark the step as complete.

Chapter 12

Printing Plans

So you've carefully entered plan information into LDRPS. Now it's time to show the results of your work and print your plan.

This chapter is divided into two parts, **LDRPS Web Printing** and **LDRPS Desktop Printing**.

When should I print my plans?

You can print your plan any time you want. Some plan builders like to print as they enter information to get a feel for how they're progressing. But most of the time you'll print when you've finished entering information so your plan is as close to complete as possible.

When you look at your printed plans for the first time, you'll probably experience a variety of feelings. You'll know the satisfaction of seeing the results of your plan building in tangible form. And you'll feel a sense of reassurance knowing your company has a plan in place to deal with the impact of a disruption.

But as you review the plan page by page, you may notice areas that could use some fine tuning. Missing information may not be apparent until you see the printed plan in front of you and start reviewing reports.

Sometimes it's not always obvious where your plan needs work, so it's always wise to test your plan before finalizing it. This accomplishes two things. First, it lets you confirm that you have entered all appropriate information and included all necessary documents. But most importantly, it ensures that your plan is viable in the event of an actual emergency. If you have a weakness in your plan, you're much better off discovering it during a drill than an actual disruption.

For example, suppose you have set up an offsite location as a backup site, but when running a drill you find that the office cannot handle your telecommunications requirements. Uncovering this problem while running a test helps avoid a critical breakdown during a real emergency. You can go back and update your plan to use a different site, or correct the problem at the location you chose.

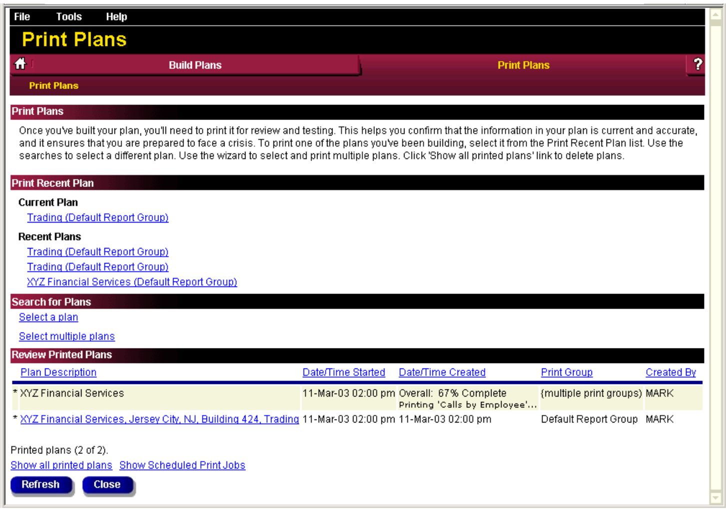
By updating, testing and adjusting your business continuity plans regularly, you can help ensure that your business is well prepared to face a crisis.

Printing Plans (Web)

Step 1: Select a Plan or Plans to Print

1 Select Print Plans from the LDRPS home page. The Print Plans home page opens.

2 Select the plan or range of plans you want to print. This screen lets you choose one of the plans you've recently edited, or you can search for and select one or more plans.



The Print Plans home page lets you quickly print the plan you worked on recently or search for plans to print. Choose Select multiple plans to print more than one plan at a time.

Because you often will want to print only the plan you're currently building, this screen shows a link to allow you to print that plan. If that's what you want to do, click on the plan name and move ahead to "Step 2: Decide How Your Plan will Appear" on page 115.

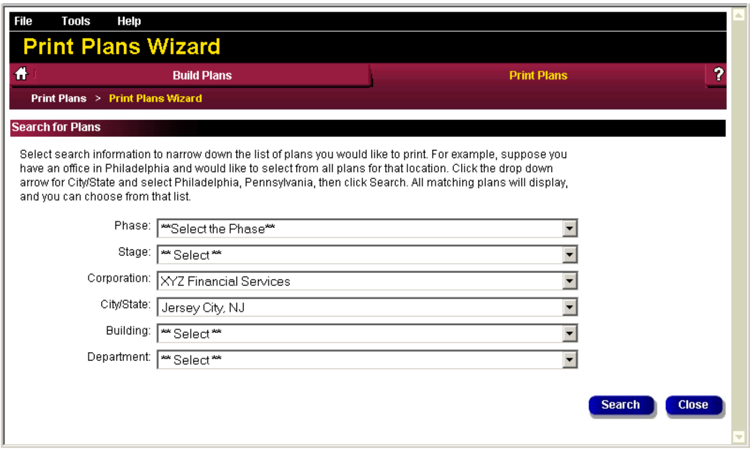
Searching for Plans to Print

If you want to see a specific plan highlighted on the Print Plans home page, you can use one of the searches to find it. The Select a plan option lets you choose a single plan, and the Select multiple plans option lets you choose several to print at once. Let's choose the Select multiple plans option.

Searching using the Select multiple plans option

1 From the Print Plans home page, select Select multiple plans.

The Print Plans Wizard screen displays.

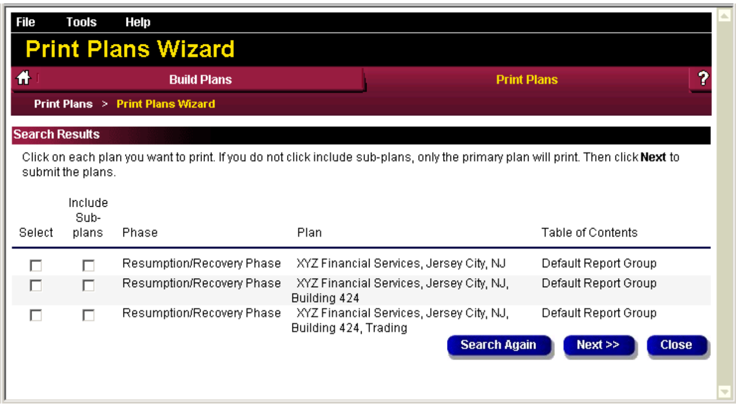


These drop down boxes let you search within your plan structure. This will locate all plans for Jersey City, NJ.

2 Select search information to narrow down the list of plans from which you'll make a selection.

3 Click Search.

The Search Results screen lists all qualifying plans.



The Print Plans Wizard allows you to print multiple plans at once. Check each plan you want in this list, then click Next>>.

Once you've chosen the plans you want to print, follow the instructions in "Step 2: Decide How Your Plan will Appear" below.

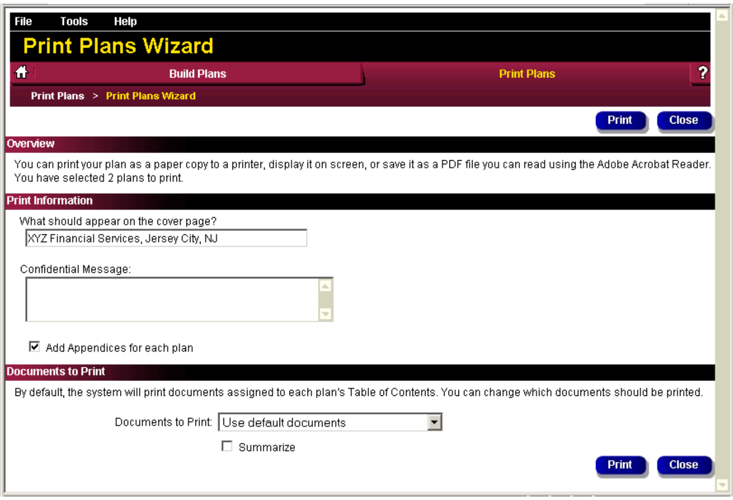
Reviewing Printed Plans

The bottom of the Print Plans home page shows the plans you've recently printed. Click on the link to review a plan. This will show the plan as it appeared at the time it was printed. Any changes you've made to the plan since that date will not be reflected in this version. You'll need to reprint the plan to see those changes.

When you select one of these links, LDRPS opens the plan as a PDF file. For details on using the PDF viewer, see "Step 3: Review Your Plan" on page 119.

Step 2: Decide How Your Plan will Appear

Once you've selected a plan(s), you need to decide how you want it to look, and what you want it to include. Enter text for your cover page and select a table of contents, which determines the documents and reports to include in your plan.



"Documents to print" refers to the table of contents for your plan. This determines which documents and reports will be included. Most of the time you'll just use the default.

The cover page heading defaults to the name of the first selected plan. You can change this at any time, but you probably won't need to unless you've selected multiple plans. If you enter a confidential message, like "Internal Use Only," it appears at the bottom of every page.

If you select the Summarize checkbox, your documents will be combined so that there is no redundant information. For example, one combined table of contents can be printed for several plans. Reports (such as the Employees by Name report, for example) will be combined from every plan into one report. This feature is useful when you want to combine the reports from several departments into one building plan.

Deciding Which Documents and Reports to Include

The system administrator assigns a default table of contents to each plan. This determines which documents and reports will be included, as well as the order in which they'll appear. The Build Plan home page shows the table of contents for each plan you build.

When you've selected a plan to print, this table of contents will be used unless you choose another in the Documents to Print field. Most of the time you'll just use the default, but you may want to see your plan information in other reports or documents. Or, you may want to print multiple plans using the same table of contents. Selecting one applies it to all the plans you have selected.

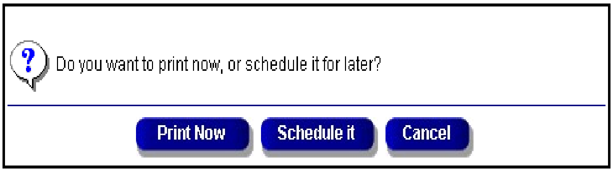
Including Plan-Specific Documents

In Chapter 6 we talked about how to add a plan-specific document such as an appendix. To include these documents in your printed plan, click the Add Appendices to Plan check box.

Producing the PDF File

1. From the Print Plans Wizard, click Print.

   The Schedule Print confirmation screen displays.

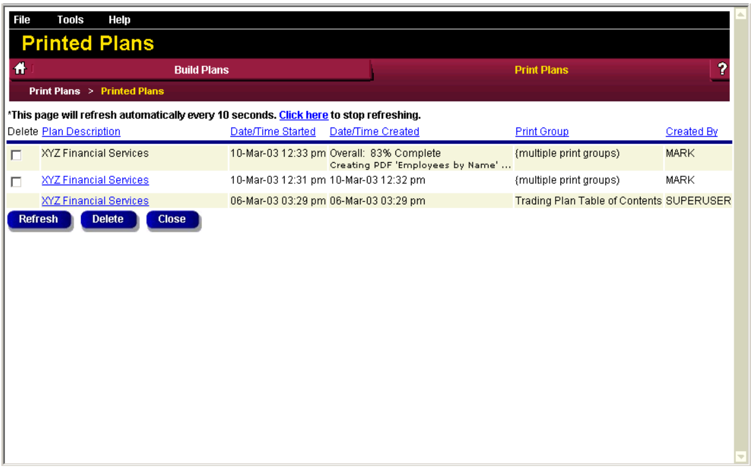


2. If you want to print right away, click Print Now.

   LDRPS begins to produce a PDF file of the plan or plans you selected. It produces a single file regardless of how many plans you've chosen, so if you want individual plan files, print each plan separately.

   While the plan is printing, the Printed Plans status screen displays its progress.

   If you want to schedule printing for later, click Schedule it. See "Scheduled Printing" on page 120.

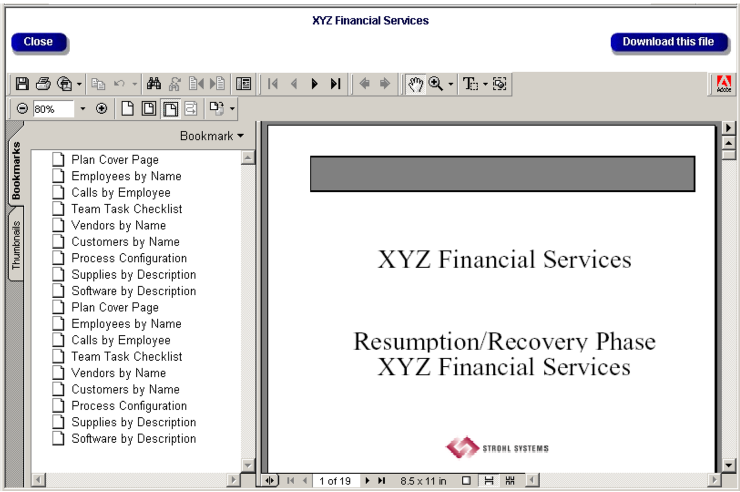


If the plan you've printed displays as regular text rather than a hypertext link, the print is still in progress.

Step 3: Review Your Plan

From the Printed Plans screen, click on the plan name from the list to open it as a PDF file and view it in the Adobe Acrobat Reader.

The table of contents appears on the left, and the plan page displays on the right.



In the table of contents on the left, each item in the list is an active link, meaning you can click on it to jump to that page in your plan.

Use the contents tools on the left side of the screen to jump between sections of your plan.

Bookmarks take you to a specific section, and thumbnails take you to a specific page. Each report and document in your table of contents is converted to a bookmark in the PDF file, so it's very easy to pinpoint exactly what you want to see.

The navigation bar at the top of the Acrobat Reader screen lets you rotate the page, zoom in, and even search for specific text within the plan.

For more details on how to use the Adobe Acrobat Reader, select Help > Reader Guide while viewing your plan.

Saving the Plan to Your Workstation or Network

If you want to save the plan as a PDF file you can open outside of LDRPS or distribute to others in your organization, click the Download this file button. You'll be asked to select a directory in which to save the file. You should rename it to something meaningful (like the plan name) so you can easily locate and identify it later.

Printing a Hard Copy

Click the Print button in the Acrobat Reader navigator bar at the top of the page to send the plan to a printer of your choice.

Scheduled Printing

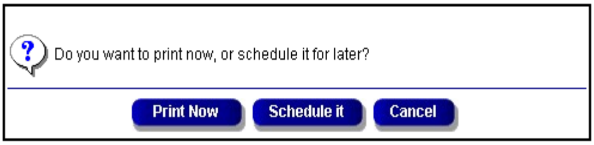
Instead of printing your PDF file immediately, you may choose to print your plan during off hours at your site. You might want your plan to be printed automatically during scheduled intervals, perhaps once a week or once a month.

To schedule plan printing

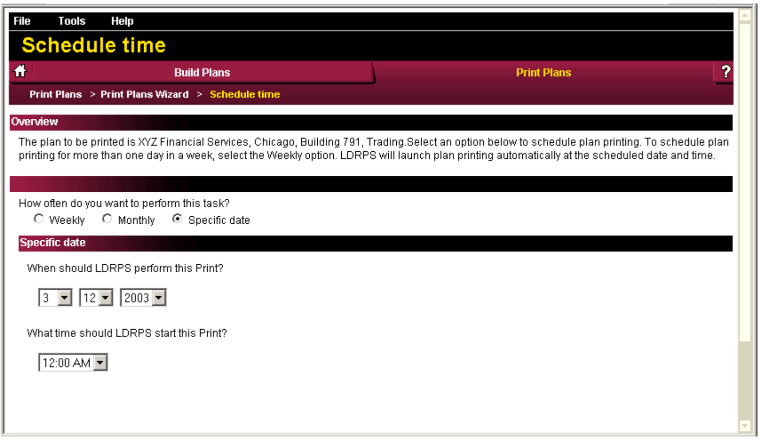
1 From the Print Plans Wizard screen, click Print.

The Schedule Print screen displays.

2 Click Schedule It.



The Scheduled Time screen displays.



You can schedule printing to occur once, weekly, or monthly, on a specific time and date.

3. Click on the frequency buttons that match how often you want to print your plan. Enter the time and date at which you want your plan to print.
4. Click Close.

   The Scheduled Print Plans screen displays your plan name, with the date and time it will be printed.

Can I check on the status of my plan printing?

Whether you print immediately or schedule plan printing, LDRPS keeps a log of your print request. From the Print Plans home screen, you can select Show All Printed Plans to see a list of plans that have been printed. Select Show scheduled printing to see the plan title, the date, and the time it is scheduled for printing.

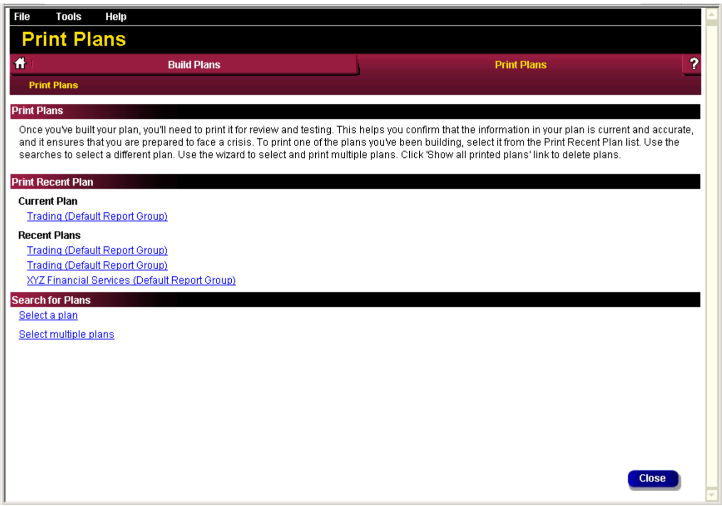
Printing Plans (Desktop)

Step 1: Select a Plan or Plans to Print

1 Select Print Plans from the LDRPS home page.

The Print Plans home page opens.

2 Select the plan or range of plans you want to print. This screen lets you choose one of the plans you've recently edited, or you can search for and select one or more plans.



The Print Plans home page lets you quickly print the plan you worked on recently or search for plans to print. Choose Select multiple plans to print more than one plan at a time.

Because you will often want to print only the plan you're currently building, this screen shows a link to allow you to print that plan. If that's what you want to do, click on the plan name and go to "Step 2: Decide How Your Plan will Appear" on page 125.

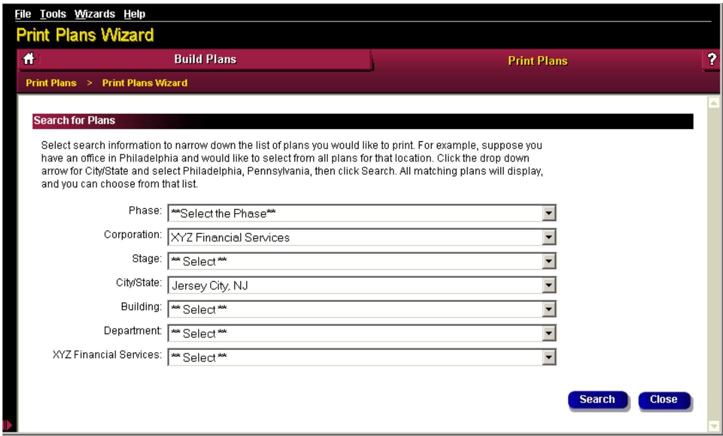
Searching for Plans to Print

If you want to see a specific plan highlighted on the Print Plans home page, you can use one of the searches to find it. The Select a plan option lets you choose a single plan, and the Select multiple plans option lets you choose several to print at once. Let's choose the Select multiple plans option.

To search using the Select multiple plans option

1 From the Print home page, choose Select multiple plans.

The Print Plans Wizard screen displays.

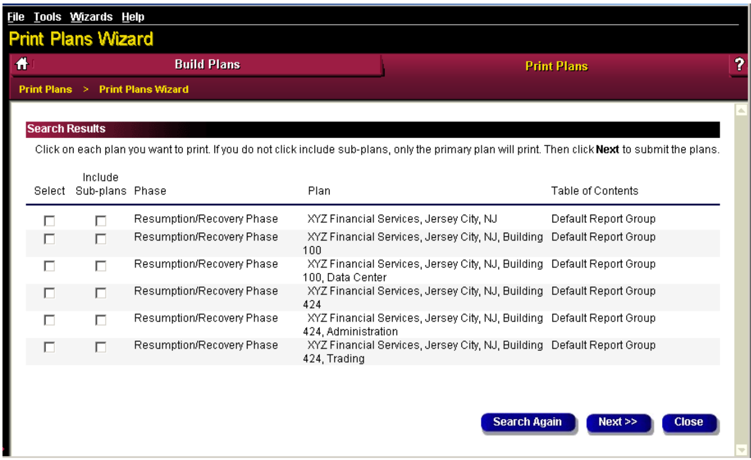


These drop down boxes let you search within your plan structure. This will locate all plans for Jersey City, NJ.

2 Select search information to narrow down the list of plans you'd like to print.

3 Click Search.

The Search Results screen lists all qualifying plans.



The Print Plans Wizard allows you to print multiple plans at once. Check each plan you want in this list, then click Next>>.

4 Use the checkboxes to select the plans you want to print, and include appropriate subplans.

Click Next>>.

Once you've chosen the plans you want to print, follow the instructions in "Step 2: Decide How Your Plan will Appear" on page 125.

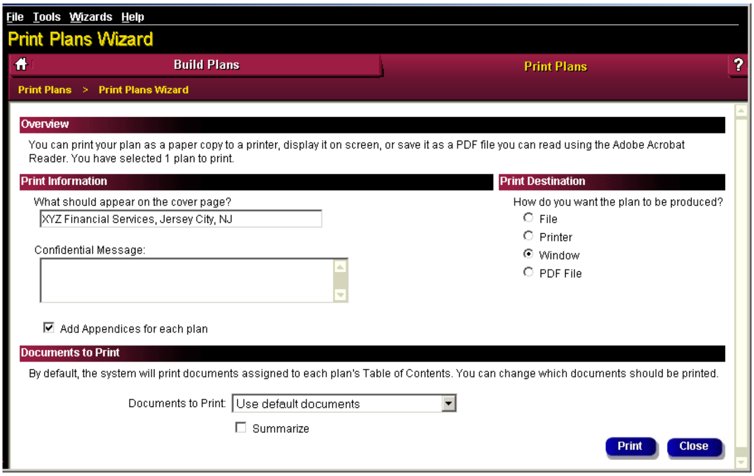
Reviewing Printed Plans

The bottom of the Print Plans home page shows the plans you've recently printed. You can open them to review by clicking on one of the links. Keep in mind, however, that this doesn't reprint the plans, it just shows the plan as it appeared at the time it was printed. Any changes you've made to the plan since that date will not be reflected in this version. You'll need to reprint the plan to see those changes.

When you select one of these links, LDRPS opens the Print Plans Wizard, from which you can select the method to print your plan. See "Step 2: Decide How Your Plan will Appear" on page 125.

Step 2: Decide How Your Plan will Appear

Once you've selected a plan or plans, you need to decide how you want to produce it. You enter text for your cover page and select a table of contents, which determines the documents and reports to include in your plan.



"Documents to print" refers to the table of contents for your plan. This determines which documents and reports will be included. Most of the time you'll just use the default.

The cover page heading defaults to the name of the first selected plan. You can change this at any time, but you probably won't need to unless you've selected multiple plans. If you enter a confidential message, like "Internal Use Only", it appears at the bottom of every page.

Selecting a Print Destination

Where you print your plans really just depends on your preferences and the needs of your organization. Printing your plans to a window or as a PDF file will display the plans online instead of as a paper printout. There are several advantages to producing the plan as a PDF file. First, you can distribute the file throughout your organization quickly by attaching it to an e-mail or saving it on a network drive. Anyone with the Adobe Acrobat Reader can view the plan in PDF format. (This reader is installed with LDRPS.) Second, it allows sequential page numbering for your plan.

Keep in mind that both the LDRPS viewer and the Adobe Acrobat Reader let you send your plans to a printer while viewing them. See "Step 3: Review Your Plan" for details on how to view your plans in a window or as a PDF.

Deciding Which Documents and Reports to Include

The system administrator assigns a default table of contents to each plan. This determines which documents and reports will be included, as well as the order in which they'll appear. The Build Plan home page shows the table of contents for each plan you build.

When you've selected a plan to print, this table of contents will be used unless you choose another in the Documents to Print field. Most of the time you'll just use the default, but you may want to see your plan information in other reports or documents. Or, you may want to print multiple plans using the same table of contents. Selecting one applies it to all the plans you have selected.

Including Plan-Specific Documents

In Chapter 6 we talked about how to add a plan-specific document as an appendix. To include these documents in your printed plan, you must click the Add Appendices to Plan check box.

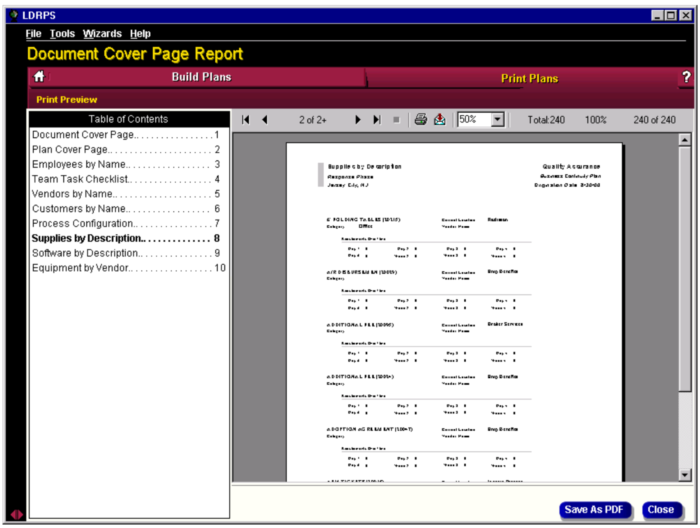
Step 3: Review Your Plan

Printing to a window is essentially a preview of your plan, while producing it as a PDF saves the plan as a file you can read over and over.

Printing to a Window

When you select Window as your print destination, the plan displays on the LDRPS screen in the Print Preview window. Click on an entry in the table of contents on the left to jump to a specific section. To view all the pages in a document, double click on the document preview to open it in a different window. Use the arrow buttons at the top of the Print Preview window to move between pages in a report.

Each document or report will start page numbering at 1. This will affect the Table of Contents report.



In the table of contents on the left, each item in the list is an active link, meaning you can click on it to jump to that page in your plan.

When you print your plan to a window, LDRPS does not save the plan as a file. Once you close the window, you can't view the plan again unless you reprint it.

You can convert the report or document you're viewing to PDF format by clicking the Save As PDF button while viewing it. This converts only a single report or document, *not* the entire plan. You can also send it to a paper printer if you want a hard copy.

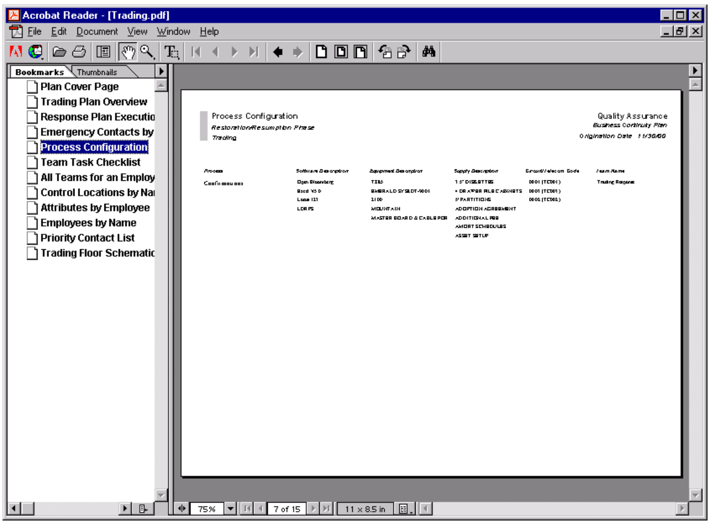
Saving as a PDF File

When you choose the PDF option, LDRPS confirms that the plan printed successfully and will open it in the Adobe Acrobat Reader.

Again, saving your plan as a PDF file offers many advantages. First, because PDF is such a common format, many people are familiar with the way the Adobe Acrobat Reader works. You can view the plan whenever you want by simply double-clicking the (plan name).PDF file you've created. You can easily distribute it to team members by including it as a file attachment in an e-mail message. And it allows sequential page numbering for your plan.

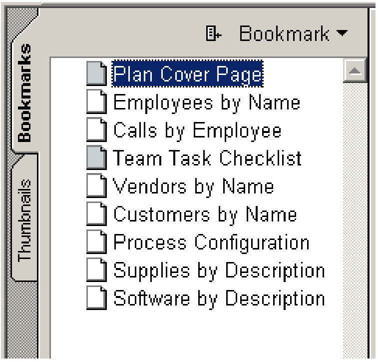
There is one more advantage if you choose the PDF option and you have a web license. You can schedule your file to print at another time such as off hours. See "Scheduled Printing" on page 120 for instructions.

Take a look at the following illustration. Notice that the table of contents appears on the left, and the plan page you've selected displays on the right.

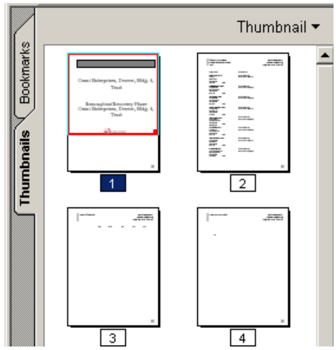


The navigation bar at the top of the Acrobat Reader screen lets you rotate the page, zoom in, and even search for specific text within the plan

Use the contents tools on the left side of the screen to jump between sections of your plan. Bookmarks take you to a specific section, and thumbnails take you to a specific page. Each report and document in your table of contents is converted to a bookmark in the PDF file, so it's very easy to pinpoint exactly what you want to see.



The navigation bar at the top of the Acrobat Reader screen lets you rotate the page, zoom in, and even search for specific text within the plan.



For more details on how to use the Adobe Acrobat Reader, select Help > Reader Guide while viewing your plan.

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